

**SAN DIEGO MIRAMAR COLLEGE**



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**Office of Institutional Research and Planning**

## Table of Contents

<b>Executive Summary</b> .....	I
<b>Chapter One: Methodology</b> .....	1
Introduction.....	1
Survey Instrument.....	1
Sampling .....	2
Data Collection .....	3
Data Analysis .....	3
Glossary .....	5
<b>Chapter Two: Survey Results</b> .....	6
I. Summary.....	6
Demographic Comparisons.....	6
Gap Analyses of Service Areas.....	6
Crosstabulation of Importance and Satisfaction .....	7
Analyses of Survey Themes.....	8
Situational and Background Questions.....	9
Satisfaction by Demographics .....	9
Gender.....	9
Ethnicity.....	10
Age.....	12
Day/evening status.....	13
New/continuing status.....	14
Part-time/full-time status .....	15
Student Comments.....	17
Two Year Comparison: 2001 vs. 2003 .....	17
Chapter Summary .....	21
II. Tables .....	22
<b>Appendix A: Survey Instrument</b> .....	60

## Miramar College Student Satisfaction Survey 2003

### EXECUTIVE SUMMARY

As part of the ongoing effort to provide and maintain high quality educational programs and services for students, SDCCD conducted a student satisfaction survey during fall 2001 and fall 2003. In order to compare changes in students' satisfaction with their experiences in SDCCD, the same survey was used in fall 2001 and fall 2003. Survey results will also inform upcoming accreditation site visits scheduled in fall 2004. This report will focus on the results of the fall 2003 survey including a comparison with the fall 2001 results to assess changes in satisfaction levels.

The survey instrument was developed based on a pilot-test and results of a factor analysis. Validity and reliability of the instrument were also established. The final survey instrument included 127 questions. Students were surveyed using a random sample of fall 2003 classes. Surveys were administered to students during class time by faculty. A total of 1,558 responses were obtained from Miramar College in fall 2003. Data were analyzed in the following ways: demographic comparisons between the survey respondents and the general student population, gap analyses between the levels of perceived importance and students' satisfaction, analyses of survey themes, analyses of situational and background questions, and two year comparisons between 2001 and 2003.

Survey results indicated that, in general, demographic distributions of the respondents mirrored the corresponding distributions of Miramar College's student population, with the exception of a higher representation of females, day-time students and full-time students among the respondents. Gap analyses showed that parking services, campus bookstore, cafeteria/snack bar, and academic counseling had the largest negative gaps between students perceived level of importance and their satisfaction level. In contrast, affirmative action office, student government, health services, student affairs/activities office received high satisfaction but low importance ratings. The Learning Resource Center and computer labs had very small gaps between the levels of satisfaction and importance. In terms of satisfaction levels within the survey themes, questions related to the *curriculum and instruction* theme received the highest satisfaction ratings, followed by *admissions and course registration*, *support services*, and *academic development* themes. Questions addressing the *follow-up of student academic status* theme received relatively lower satisfaction ratings.

Satisfaction ratings were broken down by major demographics. Results indicated that white students expressed higher satisfaction and Filipinos indicated lower satisfaction with the 22 services. Asians/Pacific Islanders rated lower satisfaction on cafeteria/snack bar and academic counseling. Tutoring Center and DSPS received higher satisfaction ratings from Africans Americans. Whites and Hispanics indicated lower satisfaction with academic counseling than other groups. It is also noted that older students were more satisfied than younger students. Students attending classes in the evenings reported higher satisfaction levels than the other two groups. In addition, new students indicated slightly higher satisfaction levels than continuing students. Part-time students were slightly more satisfied with the services than full-time students.

**Miramar College Student Satisfaction Survey 2003**

# **CHAPTER ONE**

## **METHODOLOGY**

# **MIRAMAR COLLEGE**

## **STUDENT SATISFACTION 2003**

### **CHAPTER ONE: METHODOLOGY**

#### **Introduction**

As part of the ongoing effort to provide and maintain high quality educational programs for students, a survey was conducted at the three colleges of the San Diego Community College District (SDCCD), City, Mesa, and Miramar during fall 2001 and fall 2003 to assess students' perceptions of the quality of their educational experiences. This effort will also be informative for the upcoming accreditation site-visit in 2004. This report will focus on the fall 2003 survey results including a comparison with fall 2001 to monitor changes in satisfaction levels.

#### **Survey Instrument**

In order to compare changes in students' satisfaction with their experiences, the same survey questionnaire was used in fall 2001 and fall 2003. Development of the survey instrument was based on the matriculation components, the district's 1996 Student Accreditation Survey, and other surveys used in the district. The draft survey contained 149 items. A field test was conducted by administering the draft survey to a small group of students who examined it for wording, clarity, ease of use, and appropriateness.

Next, an on-campus pilot test was conducted in spring 2001. Tables were set up in front of the cafeteria inviting students to participate in the survey. Small incentives were given to students who completed the survey. A total of 558 completed surveys were obtained (City: 220; Mesa: 231; Miramar: 107). A factor analysis was performed and 14 factors were generated (see Table 1). Some items were re-grouped to different factors. Twenty-two items which did not cluster with any of the factors were eliminated. The final instrument contained 127 questions. The reliability of the final survey was established by calculating a Cronbach's Alpha for each factor in order to measure the internal consistency of the instrument (see Table 1). Results suggested that the instrument met reliability standards.

It should be noted that, in summarizing the survey results, the 14 factors generated from the factor analysis are referred to as 14 different "Survey Themes".

Table 1: Factor Analysis and Reliability Results

	Factors/Survey themes	Number of Items	Number of Respondents	Factor Loadings	Cronbach's Alpha
Part I	Services-Level of Importance	22	558	N/A	0.96
	Services-Level of Satisfaction	22	558	N/A	0.91
	Admissions and Course Registration	5	558	.41 - .71	0.68
	Orientation	4	558	.49 - .76	0.92
	Assessment	4	558	.41 - .76	0.9
	Counseling/Advising	7	558	.64 - .83	0.94
	Follow-up of Student Academic Status	4	558	.37 - .65	0.8
	Course Availability	3	558	.66 - .69	0.72
Part II	Curriculum and Instruction	11	558	.49 - .71	0.9
	Course Scheduling	3	558	.63 - .72	0.63
	Physical Facilities	9	558	.37 - .68	0.85
	Campus Climate	8	558	.33 - .70	0.86
	Financial Aid and Fees	3	558	.52 - .75	0.72
	Support Services	5	558	.31 - .81	0.81
	Academic Development	4	558	.49 - .78	0.83
	Personal Development	6	558	.42 - .71	0.82
Part III	Background Questions	7	558	N/A	N/A
	Total	127	558		0.96

The final survey instrument includes the following three parts (see Attachment A):

**Part I-Service Areas:** Twenty-two services were listed and students were asked to rate the levels of importance and satisfaction with these services.

**Part II-Survey Themes:** Seventy-six statements were clustered into 14 survey themes (or factors) and students were asked to rate their agreement with these items. These survey themes were derived from 14 factors generated from the factor analysis.

**Part III-Demographics:** Seven questions were included in this part. Students were asked to report hours they spent on campus or study outside the classroom, parents' educational level, and number of semesters they were enrolled at the college/district at the time of data collection.

### Sampling

Students were surveyed using a random sample of fall 2003 classes. To avoid possible low response rates, courses were over sampled. The final sample contained 500 (or 14 %) courses randomly selected from the 3,555 courses offered at three colleges in fall 2003. Districtwide, a total of 14,918 surveys were sent to instructors of 500 classes in September 2003.

## Data Collection

For the selected classes in the sample, faculty was first contacted in May 2003 about the upcoming survey so they could incorporate the survey time into their course syllabi. Survey packages were sent to faculty before the planned survey dates. Three weeks were allotted in order to give faculty sufficient time to administer the surveys in class and return them to the Office of Institutional Research and Planning. The survey was administered by faculty during class time from September 15 to October 3 in fall 2003.

Survey responses were collected from 500 classes selected for the study. Students were instructed to complete the survey only once. A total of 8,344 (55.9% response rate) completed surveys were obtained districtwide (see Table 2). It should be noted that for many classes, more surveys were sent than needed, which made the response rate seem lower.

Table 2: Survey Response Rate

	City	Mesa	Miramar	District
Number of Classes Selected	160	241	99	500
Number of Surveys Sent	4,959	6,868	3,091	14,918
Number of Responses	2,703	4,083	1,558	8,344
Response Rate	54.5%	59.4%	50.4%	55.9%

## Data Analysis

Survey data were entered into a database and analyzed using the Statistical Package for Social Sciences (SPSS). The following analyses and comparisons were used to report the results:

### Demographic Comparisons

The purpose of this analysis was to assess the degree to which the survey respondents represent the general student population in terms of variables such as gender and ethnicity. Since the survey instrument did not include demographic variables, survey respondents with valid ID numbers (n=6,200 or approximately 74 % of all respondents) were matched to the master student database in order to obtain their demographic information. Once the data were matched, demographic distributions of the survey respondents were compared to similar distributions for the general student population.

### Gap Analyses of Service Areas

A discrepancy indicator (gap) was computed by subtracting the level of importance from the level of satisfaction with the 22 services. Thus, a zero gap reflected no perceptual discrepancy between perceived levels of satisfaction and importance, while gaps greater than zero (negative or positive directions) indicated a discrepancy between perceived levels of satisfaction and importance. Large negative gaps reflect service areas that were rated low in satisfaction, but high in importance.

Crosstabulation between perceived levels of satisfaction and importance were computed in order to identify high importance/high satisfaction areas and high importance/low satisfaction areas

(see Table 4). High importance/high satisfaction areas indicate the college’s strength or high performance areas, while high importance/low satisfaction services pinpoint areas that need improvement. Low importance/high satisfaction and low importance/low satisfaction areas suggest low priority areas; therefore, these two categories will not be discussed in the results section.

- High importance/high satisfaction areas – high performance areas
- High importance/low satisfaction areas – areas that need improvement
- Low importance/high satisfaction – low priority areas
- Low importance/low satisfaction – low priority areas

Table 4: Importance and Satisfaction Matrix

		Satisfaction	
		+	-
		Very Satisfied + Satisfied	Very Dissatisfied + Dissatisfied
Importance	+ Very Important + Important	High Importance/High Satisfaction Areas <b>(high performance areas)</b>	High Importance/Low Satisfaction Areas <b>(areas need improvement)</b>
	- Very Unimportant + Unimportant	Low Importance/High Satisfaction Areas <b>(low priority areas)</b>	Low Importance/Low Satisfaction Areas <b>(low priority areas)</b>

Analyses of Survey Themes

An average percent of satisfied responses (“strongly agree” and “agree”) was calculated for each of the 14 survey themes. These average percentages reflected the degree of student satisfaction with the following themes: *admissions and course registration, orientation, assessment, counseling/advising, follow-up of student academic status, course availability, curriculum and instruction, course scheduling, physical facilities, campus climate, financial aid and fees, support services, academic development, and personal development.*

Background Questions

Responses to the situational and background questions were summarized by calculating the frequencies and percentages.

Satisfaction by Demographics

Distribution of satisfaction responses was broken down by gender, ethnicity, age, day/evening status, new/continuing status, and part-time/full-time status (for students who provided valid ID numbers only).



### Two Year Comparison: 2001 vs. 2003

The same survey was administered in fall 2001 and fall 2003. Comparisons were made on gaps between students' perceived levels of importance and their satisfaction with 22 services as well as their satisfaction ratings with all survey questions.

### **Glossary**

The following definitions of terms were used in this report:

*Student satisfaction rate* – percent of students who selected “very satisfied” (or “strongly agree”) and “satisfied” (or “agree”) on survey questions. **Note: “not applicable” was taken out of the analyses.**

*High importance/high satisfaction area* - rate of students who indicated the service was important (“very important” or “important”) and were satisfied (“very satisfied” or “satisfied”) with the service.

*High importance/low satisfaction area* – rate of students who indicated the service was important (“very important” or “important”) but were dissatisfied (“very dissatisfied” or “dissatisfied”) with the service.

*New student* – includes those who selected “first-time new student” and “first-time transfer student” on their application for admission. **Note: “concurrently enrolled high school students” were taken out of the analyses because of the small number of students in this category.**

*Continuing student* – includes those who selected “returning transfer student”, “returning student”, and “continuing student” on their application for admission.

*Full-time student* – units enrolled were equal to or greater than 12 units.

*Part-time student* – units enrolled were less than 12 units.

*Gap* – a discrepancy indicator computed by subtracting the level of importance from the level of satisfaction with the 22 services.

**Miramar College Student Satisfaction Survey 2003**

**CHAPTER TWO**

**SURVEY RESULTS**

## CHAPTER TWO: SURVEY RESULTS

### Demographic Comparisons

At Miramar College, a total of 1,139 students (73% of all 1,558 respondents) provided valid ID numbers. Variables included in the demographic comparisons of the respondents with Miramar College's general student population were: gender, age, ethnicity, educational objective, enrollment status, number of hours employed, first-generation, day/evening status, and part-time/full-time status. The following are highlights of the results:

Generally, demographic distributions of the respondents mirrored the corresponding distributions of the Miramar College student population. Exceptions included:

- A higher percent of students were between ages 18-20 among the respondents.
- Respondents included a higher proportion of Asians and Filipinos and lower proportion of whites.
- Females were over-represented and males were under-represented among the respondents.
- A slightly higher percent of respondents selected "obtain BA after AA" as their educational objective.
- First-time transfer students were slightly under-represented and continuing students were over-represented among the survey respondents.
- A higher percent of respondents attended classes both day and evening.
- Part-time students were under-represented, while full-time students were over-represented among the respondents.

### Gap Analyses of Service Areas

Students' responses were summarized for each question. Perceived levels of satisfaction (very satisfied and satisfied) were compared to perceived levels of importance (very important and important) for the 22 service areas in order to assess the relative gap in perceptions for the two measures (see Table 1). Negative gaps reflect service areas that were rated low in satisfaction but high in importance. In contrast, positive values indicated services that received higher satisfaction, but lower importance ratings.

Results showed that parking services, campus bookstore, cafeteria/snack bar, and academic counseling had the largest gaps in the negative direction. In contrast, affirmative action office, student government, health services, student affairs/activities office received high satisfaction but low importance ratings. The Learning Resource Center and computer labs had very small gaps between the levels of satisfaction and importance.

Table 1: Gaps between Level of Importance and Level of /Satisfaction-Rank Ordered

SERVICES	Importance	Satisfaction	Gap
Parking Services	91.9%	54.4%	-37.5%
Campus Bookstore	91.0%	67.4%	-23.6%
Cafeteria/Snack Bar	78.2%	64.8%	-13.4%
Academic Counseling	93.1%	79.8%	-13.3%
Course Registration Process	97.6%	86.8%	-10.8%
Library Facilities and Services	93.1%	85.7%	-7.3%
Transfer Center	90.7%	83.4%	-7.3%
Curriculum/Instruction	96.5%	91.4%	-5.1%
Financial Aid Service	87.5%	83.3%	-4.2%
DSPS	96.7%	92.7%	-4.0%
Computer Labs	91.2%	92.2%	1.0%
Learning Resource Center	86.9%	89.3%	2.4%
EOPS	84.2%	87.1%	3.0%
Tutoring Center	86.2%	89.2%	3.0%
Accounting/Cashier Office	85.8%	89.4%	3.6%
DSPS	85.7%	93.4%	7.7%
Assessment/Testing Center	79.3%	87.8%	8.5%
New Student Orientation	70.6%	79.7%	9.1%
Student Affairs/Activities Office	67.8%	84.1%	16.3%
Health Services	68.3%	88.2%	19.9%
Student Government	56.8%	79.6%	22.8%
Affirmative Action Office	60.1%	88.9%	28.8%
<b>AVERAGE</b>	<b>83.6%</b>	<b>83.6%</b>	<b>0.0%</b>

*Note: Gap indicates discrepancy between the percent of importance (very important and important) and the percent of satisfaction (very satisfied and satisfied)*

### Crosstabulation of Importance and Satisfaction

Table 2 shows services that received both high importance and high satisfaction ratings as well as those areas that received high importance but low satisfaction ratings at Miramar College. High importance/high satisfaction areas indicate the college's strengths or high performance areas, while high importance/low satisfaction services pinpoint areas that need improvement.

As shown in Table 2, the top high performance areas included: admissions process, curriculum/instruction, computer labs, and DSPS. In contrast, parking services, campus bookstore, cafeteria/snack bar, and academic counseling were on top of the high important/low satisfaction list, indicating a need for improvement.

Table 2: Importance and Satisfaction Crosstab – Rank Ordered

SERVICES	High Importance/High Satisfaction	SERVICES	High importance/Low Satisfaction
Admissions Process	89.9%	Parking Services	43.0%
Curriculum/Instruction	89.1%	Campus Bookstore	29.7%
Computer Labs	88.0%	Cafeteria/Snack Bar	28.5%
DSPS	87.9%	Academic Counseling	19.0%
Learning Resource Center	85.4%	Financial Aid Service	14.8%
Course Registration Process	85.0%	Transfer Center	14.1%
Tutoring Center	83.1%	New Student Orientation	14.1%
Library Facilities and Services	82.2%	Course Registration Process	13.0%
EOPS	82.2%	Library Facilities and Services	13.0%
Accounting/Cashier Office	81.7%	EOPS	10.3%
Transfer Center	80.2%	Student Government	9.8%
Financial Aid Service	79.8%	Accounting/Cashier Office	8.5%
Assessment/Testing Center	77.7%	Student Affairs/Activities Office	8.3%
Academic Counseling	76.4%	Tutoring Center	8.2%
Student Affairs/Activities Office	71.8%	Assessment/Testing Center	8.2%
Affirmative Action Office	71.4%	Curriculum/Instruction	8.1%
Health Services	70.5%	Health Services	7.2%
New Student Orientation	67.5%	Learning Resource Center	7.1%
Campus Bookstore	62.2%	Admissions Process	7.1%
Student Government	61.2%	Computer Labs	6.7%
Cafeteria/Snack Bar	53.7%	Affirmative Action Office	5.5%
Parking Services	51.0%	DSPS	3.8%

Note: High Importance/High Satisfaction Areas: percent selected important (very important or important) and satisfied (very satisfied or satisfied) with the service

High Importance/Low Satisfaction Areas: percent selected important (very important or important) but dissatisfied (very dissatisfied or dissatisfied) with the service

### Analyses of Survey Themes

Satisfaction ratings (“strongly agree” and “agree”) were summarized by each survey theme and rank ordered in Table 3. Questions related to the *curriculum and instruction* theme received the highest satisfaction ratings, followed by *admissions and course registration*, *support services*, and *academic development* themes. Questions addressing the *follow-up of student academic status* theme received relatively lower satisfaction ratings.

Table 3: Satisfaction by Survey Themes –Rank Ordered

THEMES	Strongly Agree	Agree	Total
Curriculum and Instruction	30.4%	60.4%	90.8%
Admissions and Course Registration	37.1%	53.6%	90.7%
Support Services	25.5%	64.7%	90.2%
Academic Development	24.6%	65.1%	89.7%
Course Scheduling	42.0%	46.5%	88.5%
Campus Climate	22.2%	65.7%	88.0%
Physical Facilities	23.6%	60.8%	84.4%
Personal Development	23.0%	58.2%	81.2%
Counseling/Advising	29.2%	49.0%	78.2%
Financial Aid and Fees	22.1%	53.2%	75.3%
Assessment	24.3%	50.4%	74.7%
Orientation	23.7%	50.6%	74.3%
Course Availability	14.4%	52.6%	67.0%
Follow-up of Student Academic Status	16.2%	47.7%	63.9%
AVERAGE	25.6%	55.6%	81.2%

## Background Questions

In the survey, students were asked to report hours they normally spent on campus per week, hours they spent on studying per week, their parents' educational level, and number of semesters they enrolled in the college. Following are the highlights of the results:

- About 78% of the respondents spent less than 6 hours per week on campus.
- About 40% of the respondents indicated that they spent 1-5 hours per week on studying or doing homework. Another 33% spent 6-10 hours per week on studying.
- About 53% of the respondents reported their parents had “college degree” or “some college”. Another 17% of the respondents indicated that their parents were high school graduates.
- On average, the length of enrollment for students at Miramar College was nearly 4 semesters.

## Satisfaction by Demographics

### Gender

#### *Service Areas*

Satisfaction ratings were broken down by gender for each question (see page 31). Table 4 shows the gaps between the level of satisfaction and the level of importance by gender. Results showed that parking services, campus bookstore, cafeteria/snack bar, and academic counseling had large negative gaps for both females and males. In comparison, Health Services, Affirmative Action Office, Student Government, and Student Affairs/Activities Office received low importance but high satisfaction ratings from both groups (positive gap).

### Survey Themes

No noticeable differences were found with respect to survey themes (see pages 32-34). Questions related to the *follow-up of student academic status* and *course availability* themes received relatively lower satisfaction ratings when compared with other survey themes.

Table 4: Gaps between Level of Satisfaction and Level of Importance by Gender

SERVICES	Female	Male
Admissions Process	-3.9%	-1.6%
Course Registration Process	-10.0%	-9.9%
Curriculum/Instruction	-3.2%	-6.0%
Campus Bookstore	-20.1%	-24.2%
Health Services	19.3%	23.0%
Affirmative Action Office	30.2%	32.5%
Assessment/Testing Center	8.9%	9.1%
Financial Aid Service	-3.3%	-1.1%
Tutoring Center	2.2%	6.5%
Student Government	24.5%	23.5%
Computer Labs	0.2%	1.4%
Library Facilities and Services	-6.1%	-8.5%
Accounting/Cashier Office	2.9%	5.3%
Cafeteria/Snack Bar	-14.3%	-12.2%
Academic Counseling	-14.0%	-10.4%
DSPS	8.1%	7.8%
EOPS	3.9%	4.5%
New Student Orientation	8.5%	12.7%
Student Affairs/Activities Office	16.6%	16.1%
Transfer Center	-6.3%	-4.7%
Learning Resource Center	1.8%	3.0%
Parking Services	-33.8%	-37.1%
<b>AVERAGE</b>	<b>0.5%</b>	<b>1.4%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

### **Ethnicity**

#### *Service Areas*

Satisfaction ratings were broken down by ethnicity for each question (see page 35). Table 5 shows the gaps between the level of satisfaction and the level of importance by ethnicity. Results indicated that parking services and campus bookstore had the largest negative gaps for all ethnic groups. In comparison, Health Services, Affirmative Action Office, Student Government, and new student orientation received low importance but high satisfaction ratings. On average, whites were more satisfied with the 22 services and Filipinos were less satisfied than other groups. Hispanics and Filipinos expressed lower satisfaction with course registration process. Asians/Pacific Islanders rated lower on cafeteria/snack bar and academic counseling.

Tutoring Center and DSPS received higher satisfaction ratings from African Americans. Cafeteria/snack bar also received lower satisfaction ratings from African Americans and Filipinos. Whites and Hispanics indicated lower satisfaction with academic counseling. Asians/Pacific Islanders and whites reported high satisfaction with Student Affairs/Activities Office.

### Survey Themes

On average, whites reported slightly lower satisfaction with the *orientation, following-up of student academic status, course availability, and personal development* themes. African Americans indicated higher satisfaction with the *counseling/advising* theme than whites and Hispanics (see pages 36-39). The *assessment* theme received slightly lower satisfaction ratings from African Americans. Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other themes.

Table 5: Gaps between Level of Satisfaction and Level of Importance by Ethnicity

SERVICES	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
Admissions Process	-3.9%	6.0%	-2.1%	-6.7%	-4.8%	-1.9%
Course Registration Process	-8.6%	0.2%	-9.2%	-10.9%	-15.9%	-7.7%
Curriculum/Instruction	-1.5%	4.0%	-3.1%	-7.0%	-8.6%	-6.3%
Campus Bookstore	-12.8%	-29.0%	-20.6%	-22.4%	-32.4%	-12.1%
Health Services	15.8%	12.2%	27.0%	16.1%	14.3%	14.7%
Affirmative Action Office	28.4%	16.7%	40.0%	27.0%	11.0%	30.0%
Assessment/Testing Center	7.5%	-8.8%	11.9%	6.8%	3.0%	12.2%
Financial Aid Service	-3.5%	-4.2%	-0.6%	-7.6%	-4.2%	-8.5%
Tutoring Center	-3.3%	12.9%	8.9%	0.9%	2.0%	5.2%
Student Government	19.5%	22.7%	31.2%	23.8%	11.6%	24.5%
Computer Labs	0.5%	-5.5%	2.4%	5.5%	-2.1%	-7.8%
Library Facilities and Services	-7.9%	8.8%	-5.2%	-9.7%	-10.7%	-7.0%
Accounting/Cashier Office	2.0%	0.4%	7.0%	5.0%	-1.6%	11.4%
Cafeteria/Snack Bar	-19.2%	-10.7%	-8.3%	-6.8%	-22.5%	-8.2%
Academic Counseling	-13.3%	1.9%	-16.0%	-10.5%	-7.9%	-7.2%
DSPS	4.6%	15.6%	9.1%	6.6%	4.0%	19.6%
EOPS	1.3%	7.0%	9.9%	-5.4%	-3.0%	0.4%
New Student Orientation	12.5%	11.5%	10.5%	3.3%	6.9%	13.4%
Student Affairs/Activities Office	13.3%	9.7%	25.9%	9.6%	2.3%	25.3%
Transfer Center	-3.7%	3.7%	-6.3%	-7.1%	-7.8%	1.7%
Learning Resource Center	0.1%	6.6%	5.8%	0.5%	-2.2%	-1.5%
Parking Services	-32.9%	-20.0%	-32.0%	-42.4%	-40.4%	-33.0%
<b>AVERAGE</b>	<b>-0.2%</b>	<b>2.8%</b>	<b>3.9%</b>	<b>-1.4%</b>	<b>-5.0%</b>	<b>2.6%</b>

Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)



Age*Service Areas*

Satisfaction ratings were broken down by age group for each question (see page 40).

Table 6 shows the gaps between level of satisfaction and level of importance by age group. In general, older students were more satisfied with the 22 services than younger students. Results also showed that parking services and the campus bookstore had the largest negative gaps for all age groups. Students from all age groups, except those under 18, indicated lower satisfaction with cafeteria/snack bar and academic counseling. Course registration process received lower satisfaction from younger students (under 25). Health Services, Affirmation Action Office, Student Government, and Student Affairs/Activities Office received low importance but high satisfaction ratings (positive gaps) from all age groups. Assessment/Testing Center also received high satisfaction ratings from older students (over 25).

*Survey Themes*

In general, older students indicated higher satisfaction with most survey themes than younger students (see pages 41-44). Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other themes. No other notable differences were found among the different age groups.

Table 6: Gaps between Level of Satisfaction and Level of Importance by Age

SERVICES	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
Admissions Process	-2.1%	-3.9%	-3.2%	-2.1%	-2.2%	-1.9%	0.4%
Course Registration Process	-14.6%	-13.1%	-12.3%	-7.4%	-2.2%	-1.6%	-3.3%
Curriculum/Instruction	-2.2%	-4.7%	-8.7%	-2.3%	1.6%	-0.1%	-6.7%
Campus Bookstore	-20.0%	-23.3%	-23.1%	-18.3%	-24.3%	-14.9%	-8.2%
Health Services	28.7%	15.7%	20.6%	25.3%	31.0%	17.1%	12.6%
Affirmative Action Office	28.8%	28.2%	28.0%	45.3%	28.0%	41.9%	40.9%
Assessment/Testing Center	2.9%	6.6%	6.5%	14.8%	13.2%	16.9%	22.7%
Financial Aid Service	3.7%	-4.0%	-9.9%	3.0%	6.0%	11.6%	10.2%
Tutoring Center	11.5%	5.3%	0.4%	8.4%	3.6%	-2.4%	0.0%
Student Government	32.2%	20.3%	21.5%	41.1%	25.0%	25.1%	4.5%
Computer Labs	7.2%	1.5%	-0.8%	3.8%	-2.9%	-4.1%	0.0%
Library Facilities and Services	5.2%	-5.8%	-11.3%	-5.5%	-7.3%	-4.1%	-14.3%
Accounting/Cashier Office	16.5%	-0.3%	1.8%	10.0%	15.2%	-2.4%	4.2%
Cafeteria/Snack Bar	-1.8%	-13.5%	-9.2%	-29.0%	-10.3%	-11.3%	-20.3%
Academic Counseling	7.7%	-8.6%	-19.6%	-19.2%	-10.1%	-6.5%	-16.8%
DSPS	6.1%	6.6%	6.1%	8.3%	12.7%	16.3%	-3.3%
EOPS	7.9%	2.0%	3.1%	6.4%	6.1%	8.9%	1.0%
New Student Orientation	-1.6%	6.9%	17.1%	15.3%	11.1%	3.0%	12.4%
Student Affairs/Activities Office	11.9%	9.8%	17.3%	28.7%	24.0%	23.2%	2.2%
Transfer Center	-5.0%	-5.9%	-11.7%	-7.1%	3.9%	5.5%	10.0%
Learning Resource Center	-0.2%	-0.2%	1.0%	11.3%	3.8%	1.8%	5.3%
Parking Services	-43.5%	-36.9%	-39.9%	-29.2%	-27.6%	-32.9%	-24.0%
<b>AVERAGE</b>	<b>3.6%</b>	<b>-0.8%</b>	<b>-1.2%</b>	<b>4.6%</b>	<b>4.5%</b>	<b>4.1%</b>	<b>1.3%</b>

Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)

## Day/Evening Status

### *Service Areas*

Satisfaction ratings were broken down by day/evening status for each question (see page 45). Three groups were analyzed: those attending classes during the daytime only, those attending classes during the evening only, and those attending classes both day and evening. Table 7 shows the gaps between the level of satisfaction and the level of importance by day/evening status. In general, evening students were more satisfied with these services than other groups as measured by relative smaller gaps in perceptions. Results also indicated that parking services, campus bookstore, and academic counseling had the largest negative gaps for all three groups. Daytime students, as well as students taking classes both day and evening, also expressed lower satisfaction with Financial Aid Services. Health Services, Affirmation Action Office, Student Government, and Student Affairs/Activities Office received higher satisfaction ratings than their respective level of importance for all three groups.

### *Survey Themes*

On average, evening students indicated slightly higher satisfaction with the *curriculum and instruction* theme (see pages 46-49). Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other themes. No other differences were found.

Table 7: Gaps between Level of Satisfaction and  
Level of Importance by Day/Evening Status

SERVICES	Day	Evening	Both
Admissions Process	-2.2%	-3.3%	-3.1%
Course Registration Process	-12.6%	-7.0%	-9.4%
Curriculum/Instruction	-5.8%	-1.1%	-4.5%
Campus Bookstore	-23.0%	-15.0%	-23.7%
Health Services	14.9%	30.1%	21.1%
Affirmative Action Office	28.5%	35.2%	30.7%
Assessment/Testing Center	9.0%	14.6%	5.5%
Financial Aid Service	-3.3%	10.7%	-3.6%
Tutoring Center	-0.8%	13.6%	5.3%
Student Government	23.3%	26.4%	21.7%
Computer Labs	0.4%	5.1%	-0.5%
Library Facilities and Services	-6.0%	-5.7%	-8.6%
Accounting/Cashier Office	5.1%	7.6%	1.4%
Cafeteria/Snack Bar	-15.6%	3.4%	-18.8%
Academic Counseling	-12.1%	-10.7%	-14.3%
DSPS	7.0%	8.2%	6.9%
EOPS	0.7%	10.4%	4.1%
New Student Orientation	7.9%	18.0%	9.1%
Student Affairs/Activities Office	12.9%	31.9%	11.3%
Transfer Center	-9.0%	6.1%	-7.4%
Learning Resource Center	-4.3%	8.2%	4.2%
Parking Services	-32.2%	-28.9%	-39.5%
<b>AVERAGE</b>	<b>-0.8%</b>	<b>7.2%</b>	<b>-0.5%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

### New/Continuing Status

#### *Service Areas*

Satisfaction ratings were broken down by new/continuing status for each question (see page 50). Table 8 shows the gaps between the level of satisfaction and level of importance by new/continuing students. Results indicated that parking services and campus bookstore had the largest negative gaps for both groups. In comparison, Health Services, Affirmation Action Office, Student Government, and Student Affairs/Activities Office received higher satisfaction ratings than their respective level of importance for both groups. New students reported lower satisfaction with the course registration process than continuing students. Cafeteria/snack bar and academic counseling received low satisfaction ratings from continuing students.

*Survey Themes*

In general, new students were more satisfied with the themes related to *follow-up of student academic status, course availability, and physical facilities* than continuing students (see pages 51-53). Questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other survey themes.

Table 8: Gaps between Level of Satisfaction and Level of Importance by New/Continuing Status

SERVICES	New Student	Continuing Student
Admissions Process	-6.5%	-2.1%
Course Registration Process	-15.3%	-8.8%
Curriculum/Instruction	-1.5%	-5.1%
Campus Bookstore	-14.4%	-24.0%
Health Services	20.9%	20.5%
Affirmative Action Office	30.2%	31.4%
Assessment/Testing Center	12.0%	7.8%
Financial Aid Service	0.0%	-3.0%
Tutoring Center	9.5%	2.6%
Student Government	32.4%	21.1%
Computer Labs	3.8%	-0.3%
Library Facilities and Services	-2.4%	-8.7%
Accounting/Cashier Office	7.2%	3.4%
Cafeteria/Snack Bar	-2.2%	-16.5%
Academic Counseling	1.1%	-15.5%
DSPS	8.7%	7.3%
EOPS	2.0%	4.3%
New Student Orientation	4.1%	12.4%
Student Affairs/Activities Office	16.4%	15.7%
Transfer Center	-5.7%	-6.1%
Learning Resource Center	-1.2%	2.7%
Parking Services	-27.8%	-36.8%
<b>AVERAGE</b>	<b>3.2%</b>	<b>0.1%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

### **Part-time/Full-time Status**

#### *Service Areas*

Satisfaction ratings were broken down by part-time/full-time status for each question (see pages 54). Table 9 shows the gaps between the level of satisfaction and the level of importance by part-time/full-time status. In general, part-time students were slightly more satisfied with these services than full-time students as measured by relative smaller gaps in perceptions. Results also suggested that parking services, course registration process, campus bookstore, cafeteria/snack bar, and academic counseling had large negative gaps with both groups. In

contrast, Health Services, Affirmation Action Office, Student Government, and Affirmation Action Office received high satisfaction but low importance ratings from both groups. Additionally, Transfer Center received lower satisfaction ratings from full-time students when compared to part-time students. Part-time students indicated higher satisfaction with new student orientation than full-time students.

### *Survey Themes*

No significant differences were found with respect to student satisfaction with survey themes. However, questions related to the *follow-up of student academic status* theme received relatively lower satisfaction ratings when compared with other themes (see pages 55-57).

Table 9: Gaps between Level of Satisfaction and Level of Importance by Full-time/Part-time Status

SERVICES	Full-time	Part-time
Admissions Process	-4.8%	-1.4%
Course Registration Process	-10.6%	-10.0%
Curriculum/Instruction	-2.9%	-5.5%
Campus Bookstore	-27.8%	-17.7%
Health Services	20.4%	20.1%
Affirmative Action Office	33.2%	28.6%
Assessment/Testing Center	7.6%	8.9%
Financial Aid Service	-3.2%	-0.2%
Tutoring Center	2.0%	5.1%
Student Government	19.8%	25.9%
Computer Labs	-0.3%	1.6%
Library Facilities and Services	-7.0%	-7.1%
Accounting/Cashier Office	2.0%	5.0%
Cafeteria/Snack Bar	-17.0%	-12.0%
Academic Counseling	-14.5%	-11.8%
DSPS	3.6%	9.7%
EOPS	2.2%	4.5%
New Student Orientation	5.5%	12.7%
Student Affairs/Activities Office	11.5%	17.4%
Transfer Center	-10.9%	-2.7%
Learning Resource Center	0.2%	2.4%
Parking Services	-34.9%	-35.0%
<b>AVERAGE</b>	<b>-1.2%</b>	<b>1.7%</b>

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

## Student Comments

A content analysis was performed to identify themes from students' comments. The themes are summarized below:

- Books are too expensive
- Insufficient and expensive food in cafeteria
- More classes/more flexible class scheduling
- Need more knowledgeable/helpful counseling staff
- Inadequate parking

## Two Year Comparison: 2001 vs. 2003

### *Gap Analyses of Services*

Gaps between students' perceived level of importance and their satisfaction with 22 services in rank order for fall 2001 and fall 2003 are presented in Table 10. A positive gap indicates the ideal condition where students perceive the service as important (very important – important) and rate their level of satisfaction (very satisfied – satisfied) above their perceived level of importance thus yielding a positive gap number. A negative gap results when level of importance exceeds satisfaction. The greater the discrepancy or negative score the stronger the indication of student displeasure. It should be noted that the Services section of the survey is a two-part question that obtains a quick snapshot impression from students on the dimension in question. It will gather responses from those who use and are familiar with the service as well as students who have not used the service. The administration of this same survey in 2001 and 2003 allows for the identification and discussion of possible changes/trends in Service areas.

The following are some highlights comparing the two years:

- Based on student responses, the same twelve (out of 22) service areas maintained a positive gap position from the 2001 to 2003 administration of the satisfaction survey.
- *Affirmative Action Office* showed the most change in a positive direction by improving its already positive level to an 8.2% difference between the two administrations of the survey.
- *Campus bookstore* also improved since fall 2001 as indicated by smaller negative gaps in fall 2003. Although this service still has a negative gap between importance and satisfaction, the gap has closed by 6.3% in the last two years. Representative student comments related to the bookstore include: “price of books too high for struggling students” and “ridiculous”.
- *New student orientation* and *Assessment/Testing Center* showed a positive trend toward making progress in expanding the positive gaps between the 2001 and 2003 survey with an increase of 5.7% and 3.9% respectively.

- *Parking services* showed a widening of the gap between the 2001 and 2003 administration of the survey. The *parking services* gap widened by -12.5% for 2003 and has the extreme gap of -37.5% between importance and satisfaction. Student comments related to parking included: “not enough parking spaces”, and “late to class due to inadequate parking”.
- *Course registration process* showed a widened negative gap by an additional -7.5% between the two administrations of the survey.

Table 10: GAP Differences between Fall 2001 and Fall 2003 – Miramar College

SERVICES	2001 gap	2003 gap	difference
Parking Services	-25.0%	-37.5%	-12.5%
Course Registration Process	-3.3%	-10.8%	-7.5%
Admissions Process	-1.7%	-4.0%	-2.3%
Student Government	24.9%	22.8%	-2.1%
Cafeteria/Snack Bar	-11.8%	-13.4%	-1.6%
DSPS	8.6%	7.7%	-0.9%
EOPS	3.8%	3.0%	-0.8%
Transfer Center	-6.6%	-7.3%	-0.7%
Curriculum/Instruction	-4.6%	-5.1%	-0.5%
Tutoring Center	3.1%	3.0%	-0.1%
Learning Resource Center	2.4%	2.4%	0.0%
Financial Aid Service	-4.5%	-4.2%	0.3%
Computer Labs	0.4%	1.0%	0.6%
Student Affairs/Activities Office	14.5%	16.3%	1.8%
Library Facilities and Services	-9.2%	-7.3%	1.9%
Academic Counseling	-15.4%	-13.3%	2.1%
Accounting/Cashier Office	1.1%	3.6%	2.5%
Health Services	17.2%	19.9%	2.7%
Assessment/Testing Center	4.6%	8.5%	3.9%
New Student Orientation	3.4%	9.1%	5.7%
Campus Bookstore	-29.9%	-23.6%	6.3%
Affirmative Action Office	20.6%	28.8%	8.2%
AVERAGE	-0.3%	0.0%	0.3%

*Note: Gap indicates discrepancy between the percent of satisfaction (very satisfied and satisfied) and the percent of importance (very important and important)*

### *Analyses of Survey Themes*

Comparison of satisfaction ratings (“strongly agree” and “agree”) for the 2001 and 2003 survey administration are summarized by each survey theme in Table 11. Each theme is comprised of a cluster of questions ranging from three questions in such areas as *course availability*, *course scheduling* and *financial aid/fees* to eleven questions in *curriculum* and *instruction*. The questions around any theme probe into a variety of sub-topics and provide more precise information than the snapshot or first impression view provided by the Services questions.

The following are some highlights comparing the two years:

- Based on the summary of each theme, 3 of the 14 themes made changes in a positive direction between the 2001 and 2003 administration of the student satisfaction survey. It should be noted that eight of the negative changes in themes between the two survey administrations were 1 % or less in degree.
- *Follow-up on student academic status* showed a very slight increase in student satisfaction between the 2001 and 2003 administration of the survey. Although, all but one question recorded a positive difference, the key question, “I am adequately informed about my academic status”, showed a pronounced increase of 9.7% between the two administrations of the survey. It should be noted that this theme also had the greatest room for improvement since it ranked last of all themes (both administrations) in level of satisfaction (63.9%).
- *Financial Aid and Fees* showed the greatest negative increase between the two administrations of the survey with all three questions recording negative change. The key question, “Student fees and tuition are affordable”, dominated this category with a -17.2% negative difference between 2001 and 2003.
- *Course availability* showed an overall negative difference of -8.5% with all three questions in this theme also being decidedly negative.
- The *course availability* question, “General Education courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time”, generated a -8.9% negative response.
- Other *course availability* questions on being able to get the classes to reach one’s educational goal and having courses in the major to complete one’s educational goal in a reasonable period of time recorded negative differences of -9.2% and 7.5% respectively. Student comments related to this area included “need more courses at various times of day and evening” and “need more science, math classes”. Students seem to be expressing their anxiety about reaching their educational goal in a timely manner.



Table 11: Satisfaction Differences between 2001 and 2003 Survey Themes – Miramar College

THEMES	2001 Satisfaction	2003 Satisfaction	Difference
Follow-up of Student Academic Status	61.5%	63.9%	2.4%
Curriculum and Instruction	89.7%	90.8%	1.1%
Physical Facilities	83.4%	84.4%	1.0%
Counseling/Advising	78.5%	78.2%	-0.2%
Orientation	74.6%	74.3%	-0.3%
Campus Climate	88.3%	88.0%	-0.3%
Admissions and Course Registration	91.2%	90.7%	-0.5%
Academic Development	90.6%	89.7%	-0.9%
Support Services	91.1%	90.2%	-0.9%
Course Scheduling	89.4%	88.5%	-0.9%
Assessment	75.7%	74.7%	-1.0%
Personal Development	82.8%	81.2%	-1.6%
Course Availability	75.5%	67.0%	-8.5%
Financial Aid and Fees	84.4%	75.3%	-9.1%

## Chapter Summary

In general, demographic distributions of the respondents mirrored the corresponding distributions of Miramar College's student population, with the exception of a higher representation of females, day-time students, and full-time students among the respondents.

Gap analyses showed that parking services, campus bookstore, cafeteria/snack bar, and academic counseling had the largest gaps in the negative direction. In contrast, affirmative action office, student government, health services, student affairs/activities office received high satisfaction but low importance ratings. Learning Resource Center and computer labs had very small gaps between the levels of satisfaction and importance. In terms of satisfaction with survey themes, questions related to the *curriculum and instruction* theme received the highest satisfaction ratings, followed by *admissions and course registration*, *support services*, and *academic development* themes. Questions addressing the *follow-up of student academic status* theme received relatively lower satisfaction ratings.

Satisfaction ratings were broken down by gender, ethnicity, age, day/evening status, new/returning status, and part-time/full-time status. Results suggested that, in general, whites expressed higher satisfaction and Filipinos indicated lower satisfaction with the 22 services. Hispanics and Filipinos also reported lower satisfaction with the course registration process. The cafeteria/snack bar and academic counseling were rated lower by Asians/Pacific Islanders. Tutoring Center and DSPS received higher satisfaction ratings from African Americans. Whites and Hispanics indicated lower satisfaction with academic counseling than other groups. It is also noted that older students were more satisfied with the services than younger students. Students attending classes in the evenings reported higher satisfaction than the other two groups. In addition, new students indicated slightly higher satisfaction than continuing students. Part-time students were slightly more satisfied than full-time students.

**Miramar College Student Satisfaction Survey 2003**

**TABLES**

## Demographics of Fall 2003 Survey Respondents - Miramar College

Gender	Survey Respondents		Miramar Student Population	
	#	%	#	%
Female	641	56.4%	4,295	45.2%
Male	495	43.6%	5,190	54.6%
Unknown	-	-	17	0.2%
<b>Total</b>	<b>1,136</b>	<b>100.0%</b>	<b>9,502</b>	<b>100.0%</b>
Age	Survey Respondents		Miramar Student Population	
	#	%	#	%
Under 18	52	4.6%	226	2.4%
18	143	12.6%	702	7.4%
19	153	13.5%	756	8.0%
20	136	12.0%	714	7.5%
21	91	8.0%	645	6.8%
22	64	5.7%	541	5.7%
23	63	5.6%	499	5.3%
24	35	3.1%	384	4.0%
25 - 29	157	13.9%	1,595	16.8%
30 - 34	84	7.4%	1,103	11.6%
35 - 39	56	5.0%	836	8.8%
40 - 49	68	6.0%	1,071	11.3%
50 and >	29	2.6%	370	3.9%
Missing	-	-	60	0.6%
<b>Total</b>	<b>1,131</b>	<b>100.0%</b>	<b>9,502</b>	<b>100.0%</b>
Ethnicity	Survey Respondents		Miramar Student Population	
	#	%	#	%
American Indian	10	0.9%	101	1.1%
Asian	203	17.8%	1,229	12.9%
African American	38	3.3%	493	5.2%
White	433	38.0%	4,223	44.4%
Latino	127	11.2%	1,185	12.5%
Filipino	197	17.3%	1,087	11.4%
Pacific Islander	14	1.2%	112	1.2%
Other	44	3.9%	349	3.7%
Declined	73	6.4%	723	7.6%
<b>Total</b>	<b>1,139</b>	<b>100.0%</b>	<b>9,502</b>	<b>100.0%</b>
Educational Objective	Survey Respondents		Miramar Student Population	
	#	%	#	%
Obtain BA After AA	472	41.4%	3,192	33.6%
Obtain BA Without AA	138	12.1%	1,006	10.6%
Obtain AA Without Transfer	46	4.0%	467	4.9%
Obtain 2Yr Voc Degree W/O Transfer	3	0.3%	56	0.6%
Earn Voc Cert Without Transfer	11	1.0%	114	1.2%
Discover Career Interests	39	3.4%	289	3.0%
Prepare for New Career	67	5.9%	672	7.1%
Advance in Current Job/Career	39	3.4%	853	9.0%
Maintain Certificate/License	14	1.2%	155	1.6%
Educational Development	22	1.9%	275	2.9%
Improve Basic Skills	15	1.3%	112	1.2%
Complete Credits for HS Dip/GED	2	0.2%	36	0.4%
Undecided	242	21.2%	2,004	21.1%
Unknown	29	2.5%	271	2.9%
<b>Total</b>	<b>1,139</b>	<b>100.0%</b>	<b>9,502</b>	<b>100.0%</b>

Note: survey respondents only include those who provided valid ID numbers.

Enrollment Status	Survey Respondents		Miramar Student Population	
	#	%	#	%
Current High School Student	27	2.4%	168	1.8%
First-Time Student	145	12.7%	1,035	10.9%
First-Time Transfer Student	78	6.8%	946	10.0%
Returning Transfer Student	19	1.7%	443	4.7%
Returning Student	41	3.6%	993	10.5%
Continuing Student	825	72.4%	5,884	61.9%
Unknown	4	0.4%	33	0.3%
<b>Total</b>	<b>1,139</b>	<b>100.0%</b>	<b>9,502</b>	<b>100.0%</b>

Day/Evening	Survey Respondents		Miramar Student Population	
	#	%	#	%
Day Only	421	37.0%	4,173	43.9%
Evening Only	186	16.3%	1,871	19.7%
Both Day and Evening	479	42.1%	2,084	21.9%
Neither (dropped all courses)	53	4.7%	1,374	14.5%
<b>Total</b>	<b>1,139</b>	<b>100.0%</b>	<b>9,502</b>	<b>100.0%</b>

Part-time/Full-time	Survey Respondents		Miramar Student Population	
	#	%	#	%
Part-time student*	652	57.2%	6,525	68.7%
Full-time student*	432	37.9%	1,551	16.3%
Dropped*	55	4.8%	1,426	15.0%
<b>Total</b>	<b>1,139</b>	<b>100.0%</b>	<b>9,502</b>	<b>100.0%</b>

\* Part-time student: units enrolled < 12; Full-time student: units enrolled >= 12; Dropped: units enrolled = 0

Note: survey respondents only include those who provided valid ID numbers.

### FALL 2003 STUDENT SATISFACTION SURVEY - Miramar College

Survey responses: City: 2,703; Mesa: 4,083; Miramar: 1,558; District: 8,344

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance						Level of Satisfaction						
# respondents	very important	important	unimportant	very unimportant	Total	# respondents	very satisfied	satisfied	dissatisfied	very dissatisfied	Total	
<b>SERVICES</b>												
1,458	57.9%	38.8%	2.1%	1.2%	100.0%	1,488	29.7%	63.0%	5.3%	1.9%	100.0%	
1,444	68.2%	29.4%	1.2%	1.1%	100.0%	1,488	33.1%	53.8%	10.1%	3.0%	100.0%	
1,428	61.8%	34.7%	2.2%	1.3%	100.0%	1,451	25.4%	66.0%	7.2%	1.4%	100.0%	
1,429	39.8%	51.2%	7.2%	1.7%	100.0%	1,450	13.7%	53.8%	22.8%	9.8%	100.0%	
1,380	26.3%	42.0%	22.3%	9.4%	100.0%	836	19.3%	68.9%	8.3%	3.6%	100.0%	
1,324	18.4%	41.7%	23.9%	16.0%	100.0%	695	17.3%	71.7%	7.3%	3.7%	100.0%	
1,372	25.8%	53.5%	14.1%	6.6%	100.0%	1,024	19.3%	68.5%	8.8%	3.4%	100.0%	
1,379	54.3%	33.1%	6.7%	5.9%	100.0%	981	30.0%	53.3%	11.3%	5.4%	100.0%	
1,370	43.6%	42.6%	8.6%	5.2%	100.0%	914	29.4%	59.7%	8.8%	2.1%	100.0%	
1,331	16.0%	40.8%	28.3%	14.9%	100.0%	725	15.0%	64.6%	14.6%	5.8%	100.0%	
1,398	52.6%	38.6%	5.7%	3.1%	100.0%	1,166	40.0%	52.2%	5.8%	2.0%	100.0%	
1,411	53.2%	39.8%	4.7%	2.2%	100.0%	1,275	28.1%	57.6%	10.7%	3.6%	100.0%	
1,397	33.5%	52.3%	10.7%	3.5%	100.0%	1,286	25.0%	64.4%	8.2%	2.4%	100.0%	
1,407	32.8%	45.4%	17.0%	4.8%	100.0%	1,276	14.9%	49.9%	21.2%	14.0%	100.0%	
1,401	60.2%	32.9%	4.4%	2.4%	100.0%	1,269	26.3%	53.5%	13.7%	6.5%	100.0%	
1,293	45.0%	40.7%	7.0%	7.3%	100.0%	576	30.9%	62.5%	5.6%	1.0%	100.0%	
1,314	40.0%	44.2%	8.8%	7.1%	100.0%	707	27.4%	59.7%	10.3%	2.5%	100.0%	
1,342	26.1%	44.5%	20.0%	9.5%	100.0%	837	17.9%	61.8%	14.6%	5.7%	100.0%	
1,304	19.0%	48.8%	22.9%	9.4%	100.0%	787	17.3%	66.8%	13.5%	2.4%	100.0%	
1,353	52.8%	37.8%	5.3%	4.0%	100.0%	995	22.3%	61.1%	12.5%	4.1%	100.0%	
1,336	36.6%	50.3%	7.7%	5.4%	100.0%	955	23.6%	65.8%	8.5%	2.2%	100.0%	
1,437	56.6%	35.3%	4.8%	3.3%	100.0%	1,389	12.6%	41.8%	25.4%	20.2%	100.0%	
<b>1,378</b>	<b>41.9%</b>	<b>41.7%</b>	<b>10.7%</b>	<b>5.7%</b>	<b>100.0%</b>	<b>Average</b>	<b>1,071</b>	<b>23.6%</b>	<b>60.0%</b>	<b>11.6%</b>	<b>4.9%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.

## Part II: Please rate your level of agreement with the following statements:

	# respondents	strongly agree	agree	disagree	strongly disagree	Total
<b>Admission and Course Registration</b>						
1. I did not have any problems with the application process.	1,531	37.6%	50.5%	9.1%	2.7%	100.0%
2. Admissions staff were helpful throughout the application process.	1,454	34.5%	54.8%	8.0%	2.7%	100.0%
3. Overall, I was satisfied with the application process.	1,524	31.4%	59.2%	7.4%	2.0%	100.0%
4. The information presented in the class schedule is clear and easy to understand.	1,533	37.2%	56.0%	6.0%	0.8%	100.0%
5. The ClassTalk registration process is easy to use.	1,351	44.6%	47.6%	6.0%	1.9%	100.0%
<b>Average</b>	<b>1,479</b>	<b>37.1%</b>	<b>53.6%</b>	<b>7.3%</b>	<b>2.0%</b>	<b>100.0%</b>
<b>Orientation</b>						
1. By attending a new student orientation, I became more familiar with the college campus.	626	23.5%	52.9%	16.8%	6.9%	100.0%
2. The new student orientation I attended was well organized.	570	21.4%	56.0%	18.2%	4.4%	100.0%
3. Student orientation is effective in helping new students adjust to the college.	710	25.2%	57.0%	13.4%	4.4%	100.0%
4. It should be mandatory for all new students to attend a new student orientation.	912	24.8%	36.4%	24.2%	14.6%	100.0%
<b>Average</b>	<b>705</b>	<b>23.7%</b>	<b>50.6%</b>	<b>18.2%</b>	<b>7.6%</b>	<b>100.0%</b>
<b>Assessment</b>						
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	1,027	29.0%	51.6%	13.1%	6.2%	100.0%
2. The math assessment test helped me enroll in the appropriate level math class.	993	26.9%	46.6%	16.6%	9.9%	100.0%
3. Counselors/assessment staff clearly explained the assessment results to me.	1,030	21.4%	47.9%	21.2%	9.6%	100.0%
4. Assessment tests were offered frequently and at times that met my needs.	1,012	19.8%	55.6%	16.9%	7.7%	100.0%
<b>Average</b>	<b>1,016</b>	<b>24.3%</b>	<b>50.4%</b>	<b>17.0%</b>	<b>8.4%</b>	<b>100.0%</b>
<b>Counseling/Advising</b>						
1. The counseling session(s) helped me clarify my educational goal.	1,226	29.5%	45.8%	17.3%	7.3%	100.0%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	1,235	30.9%	49.3%	13.1%	6.7%	100.0%
3. The counselor(s) helped me understand course prerequisites.	1,239	29.7%	50.9%	13.1%	6.3%	100.0%
4. Counseling session(s) are informative and helpful.	1,278	32.4%	50.9%	11.0%	5.8%	100.0%
5. Counselors are interested in helping students.	1,285	31.0%	51.3%	12.1%	5.6%	100.0%
6. Counselors care about me as an individual.	1,247	25.5%	46.1%	20.4%	7.9%	100.0%
7. Counselors are concerned about my academic success.	1,248	25.6%	48.8%	18.1%	7.5%	100.0%
<b>Average</b>	<b>1,251</b>	<b>29.2%</b>	<b>49.0%</b>	<b>15.0%</b>	<b>6.7%</b>	<b>100.0%</b>
<b>Follow-up of Student Academic Status</b>						
1. The college has done a good job in following up with student academic status.	1,127	14.3%	48.5%	27.2%	9.9%	100.0%
2. I am adequately informed about my academic status.	1,216	14.6%	39.6%	32.2%	13.7%	100.0%
3. College is responsive in helping students improve academic performance.	1,188	17.8%	54.6%	22.0%	5.6%	100.0%
4. Counselors have helped me to understand my academic status.	1,147	18.0%	48.1%	25.9%	7.9%	100.0%
<b>Average</b>	<b>1,170</b>	<b>16.2%</b>	<b>47.7%</b>	<b>26.8%</b>	<b>9.3%</b>	<b>100.0%</b>
<b>Course Availability</b>						
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	1,417	13.8%	51.0%	23.9%	11.2%	100.0%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	1,418	13.1%	50.7%	25.4%	10.8%	100.0%
3. Generally, I am able to get the classes I need to meet my educational goal.	1,477	16.1%	56.1%	20.0%	7.9%	100.0%
<b>Average</b>	<b>1,437</b>	<b>14.4%</b>	<b>52.6%</b>	<b>23.1%</b>	<b>10.0%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.

	# respondents	strongly agree	agree	disagree	strongly disagree	Total
<b>Curriculum and Instruction</b>						
1. I feel at ease talking with my instructor(s) outside of the classroom.	1,479	28.1%	61.1%	9.2%	1.6%	100.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	1,525	29.4%	64.8%	4.5%	1.3%	100.0%
3. In general, instructors clearly define how I will be graded.	1,534	37.4%	57.7%	4.2%	0.7%	100.0%
4. Faculty care about their students' success.	1,493	27.5%	59.1%	11.1%	2.3%	100.0%
5. Faculty have been available for help outside of class.	1,426	29.4%	59.4%	9.7%	1.5%	100.0%
6. I believe my courses will prepare me well for future employment.	1,489	32.0%	57.7%	8.1%	2.2%	100.0%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	1,410	35.0%	58.2%	5.5%	1.2%	100.0%
8. Overall, I am satisfied with the course content in most of my classes.	1,524	30.8%	61.7%	6.4%	1.0%	100.0%
9. The amount of homework in most of my classes was fair.	1,521	26.0%	62.7%	8.6%	2.8%	100.0%
10. Most of the classes I took were interesting.	1,447	28.8%	59.5%	9.7%	1.9%	100.0%
11. I am satisfied with the overall quality of instruction.	1,520	30.4%	62.6%	5.5%	1.5%	100.0%
<b>Average</b>	<b>1,488</b>	<b>30.4%</b>	<b>60.4%</b>	<b>7.5%</b>	<b>1.6%</b>	<b>100.0%</b>
<b>Course Scheduling</b>						
1. The college should offer more Information Technology courses.	1,094	32.9%	53.0%	12.1%	2.0%	100.0%
2. The college should offer more flexible course scheduling.	1,421	50.2%	41.7%	7.5%	0.6%	100.0%
3. The college should offer more short-term courses.	1,304	42.7%	44.9%	11.0%	1.3%	100.0%
<b>Average</b>	<b>1,273</b>	<b>42.0%</b>	<b>46.5%</b>	<b>10.2%</b>	<b>1.3%</b>	<b>100.0%</b>
<b>Physical Facilities</b>						
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	1,197	19.9%	57.7%	16.4%	6.0%	100.0%
2. Library staff are nice and helpful.	1,199	27.2%	62.1%	8.2%	2.5%	100.0%
3. The library is open when I need it.	1,238	22.3%	57.7%	15.2%	4.8%	100.0%
4. In general, classroom facilities are adequate for instruction.	1,420	19.9%	66.8%	10.0%	3.3%	100.0%
5. Computer labs are equipped with updated computers and software.	1,228	29.8%	59.7%	8.1%	2.4%	100.0%
6. I am satisfied with services provided by library staff.	1,193	24.0%	66.0%	8.2%	1.8%	100.0%
7. I am satisfied with services provided by the campus book store.	1,431	18.2%	59.1%	15.7%	7.0%	100.0%
8. The availability of computer labs is sufficient to meet my educational needs.	1,207	28.8%	62.9%	6.5%	1.7%	100.0%
9. There is adequate study space on campus.	1,336	22.7%	55.2%	16.8%	5.2%	100.0%
<b>Average</b>	<b>1,272</b>	<b>23.6%</b>	<b>60.8%</b>	<b>11.7%</b>	<b>3.9%</b>	<b>100.0%</b>
<b>Campus Climate</b>						
1. College staff have been helpful.	1,466	23.7%	70.2%	5.1%	1.0%	100.0%
2. I feel valued as a student.	1,444	18.7%	61.4%	17.8%	2.1%	100.0%
3. Students are friendly.	1,481	21.6%	70.1%	7.3%	1.0%	100.0%
4. I feel a sense of belonging in this college.	1,440	18.5%	58.4%	20.0%	3.1%	100.0%
5. I feel comfortable in the college environment.	1,491	25.6%	68.2%	5.1%	1.1%	100.0%
6. I feel safe on campus.	1,498	28.0%	66.4%	4.7%	0.9%	100.0%
7. I am treated with respect at this college.	1,463	25.1%	70.3%	3.7%	0.9%	100.0%
8. Students have a substantial voice in matters related to programs and services.	1,197	16.7%	60.8%	17.4%	5.1%	100.0%
<b>Average</b>	<b>1,435</b>	<b>22.2%</b>	<b>65.7%</b>	<b>10.1%</b>	<b>1.9%</b>	<b>100.0%</b>
<b>Financial Aid and Fees</b>						
1. Overall, I am satisfied with financial aid services.	952	26.5%	51.1%	15.5%	6.9%	100.0%
2. Student fees and tuition are affordable.	1,347	20.6%	49.9%	17.7%	11.8%	100.0%
3. Fee refund policies are reasonable.	1,198	19.3%	58.8%	15.3%	6.7%	100.0%
<b>Average</b>	<b>1,166</b>	<b>22.1%</b>	<b>53.2%</b>	<b>16.2%</b>	<b>8.5%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.

	# respondents	strongly agree	agree	disagree	strongly disagree	Total
<b>Support Services</b>						
1. Transfer center services are useful in helping students transfer.	944	24.3%	62.8%	9.7%	3.2%	100.0%
2. DSPTS (disabled students) services are always available when I need them.	448	26.8%	64.7%	6.7%	1.8%	100.0%
3. DSPTS staff are nice and willing to help.	465	28.0%	64.9%	5.4%	1.7%	100.0%
4. Transfer center services are informative and helpful.	864	21.2%	66.6%	8.7%	3.6%	100.0%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	604	27.5%	64.4%	6.8%	1.3%	100.0%
<b>Average</b>	<b>665</b>	<b>25.5%</b>	<b>64.7%</b>	<b>7.5%</b>	<b>2.3%</b>	<b>100.0%</b>
<b>Academic Development</b>						
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	1,224	26.1%	64.2%	8.0%	1.6%	100.0%
2. The General Education classes developed my critical thinking skills.	1,259	24.6%	65.4%	8.3%	1.7%	100.0%
3. The General Education classes developed my academic abilities in math and quantitative skills.	1,218	24.4%	65.8%	7.6%	2.1%	100.0%
4. The college education developed my occupational competence.	1,269	23.1%	65.1%	9.9%	2.0%	100.0%
<b>Average</b>	<b>1,243</b>	<b>24.6%</b>	<b>65.1%</b>	<b>8.4%</b>	<b>1.9%</b>	<b>100.0%</b>
<b>Personal Development</b>						
1. I am more aware of and appreciate human diversity after attending this college.	1,343	24.3%	57.9%	14.7%	3.1%	100.0%
2. The college education helped me to understand myself better.	1,353	22.6%	55.9%	17.8%	3.6%	100.0%
3. I have gained knowledge in different fields.	1,401	26.6%	66.1%	5.7%	1.6%	100.0%
4. I have gained computer skills.	1,212	18.7%	48.3%	26.8%	6.2%	100.0%
5. I have learned about other parts of the world and other people.	1,312	23.3%	59.7%	14.2%	2.8%	100.0%
6. I have gained interpersonal skills by interacting with people on campus.	1,351	22.2%	61.3%	13.0%	3.5%	100.0%
<b>Average</b>	<b>1,329</b>	<b>23.0%</b>	<b>58.2%</b>	<b>15.4%</b>	<b>3.5%</b>	<b>100.0%</b>

Note: "not applicable" is taken out of the calculation.

### Part III: General Questions

1. Outside of class time, how many hours do you spend on campus during a typical week?

Responses	Miramar	
	#	%
Less than 1 hour	625	41.3%
1-5 hours	548	36.2%
6-10 hours	148	9.8%
11-15 hours	94	6.2%
16-20 hours	53	3.5%
More than 20 hours	47	3.1%
<b>Total</b>	<b>1,515</b>	<b>100.0%</b>

2. How many hours do you spend during a typical week studying or doing homework?

Responses	Miramar	
	#	%
Less than 1 hour	55	3.6%
1-5 hours	605	40.0%
6-10 hours	497	32.8%
11-15 hours	206	13.6%
16-20 hours	97	6.4%
More than 20 hours	54	3.6%
<b>Total</b>	<b>1,514</b>	<b>100.0%</b>



3. What is the highest level of formal education attained by either of your parents?

Responses	Miramar	
	#	%
Grammar school or less	52	3.5%
Some high school	60	4.0%
High school graduate	247	16.6%
Some college	332	22.3%
College degree	461	31.0%
Some graduate school	48	3.2%
Graduate degree	288	19.4%
<b>Total</b>	<b>1,488</b>	<b>100.0%</b>

4. How many semester have you been enrolled at City, Mesa, Miramar, or ECC?

	Miramar
Average # semesters	3.71

## STUDENT SATISFACTION SURVEY 2 YEAR COMPARISONS - Miramar College

### GAP Analyses

	Fall 2001			Fall 2003			2001 & 2003 GAP differences
	% important	% satisfied	GAP	% important	% satisfied	GAP	
<b>SERVICES</b>							
1. Admissions Process	96.1%	94.4%	-1.7%	96.7%	92.7%	-4.0%	-2.3%
2. Course Registration Process	97.1%	93.8%	-3.3%	97.6%	86.8%	-10.8%	-7.5%
3. Curriculum/Instruction	96.2%	91.6%	-4.6%	96.5%	91.4%	-5.1%	-0.5%
4. Campus Bookstore	92.6%	62.7%	-29.9%	91.0%	67.4%	-23.6%	6.3%
5. Health Services	72.5%	89.7%	17.2%	68.3%	88.2%	19.9%	2.7%
6. Affirmative Action Office	66.4%	87.0%	20.6%	60.1%	88.9%	28.8%	8.2%
7. Assessment/Testing Center	82.1%	86.7%	4.6%	79.3%	87.8%	8.5%	3.9%
8. Financial Aid Service	89.0%	84.5%	-4.5%	87.5%	83.3%	-4.2%	0.3%
9. Tutoring Center	87.3%	90.4%	3.1%	86.2%	89.2%	3.0%	-0.1%
10. Student Government	59.0%	83.9%	24.9%	56.8%	79.6%	22.8%	-2.1%
11. Computer Labs	92.9%	93.3%	0.4%	91.2%	92.2%	1.0%	0.6%
12. Library Facilities and Services	94.7%	85.5%	-9.2%	93.1%	85.7%	-7.3%	1.9%
13. Accounting/Cashier Office	87.8%	88.9%	1.1%	85.8%	89.4%	3.6%	2.5%
14. Cafeteria/Snack Bar	76.5%	64.7%	-11.8%	78.2%	64.8%	-13.4%	-1.6%
15. Academic Counseling	94.3%	78.9%	-15.4%	93.1%	79.8%	-13.3%	2.1%
16. DSPS	85.2%	93.8%	8.6%	85.7%	93.4%	7.7%	-0.9%
17. EOPS	85.6%	89.4%	3.8%	84.2%	87.1%	3.0%	-0.8%
18. New Student Orientation	77.5%	80.9%	3.4%	70.6%	79.7%	9.1%	5.7%
19. Student Affairs/Activities Office	70.2%	84.7%	14.5%	67.8%	84.1%	16.3%	1.8%
20. Transfer Center	90.5%	83.9%	-6.6%	90.7%	83.4%	-7.3%	-0.7%
21. Learning Resource Center	87.4%	89.8%	2.4%	86.9%	89.3%	2.4%	0.0%
22. Parking Services	88.5%	63.5%	-25.0%	91.9%	54.4%	-37.5%	-12.5%
<b>Average</b>	<b>85.0%</b>	<b>84.6%</b>	<b>-0.3%</b>	<b>83.6%</b>	<b>83.6%</b>	<b>0.0%</b>	<b>0.3%</b>

Note 1: % important includes "very important" and "important"

Note 2: % satisfied includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

## Student Satisfaction Two Year Comparisons

	2001 %satisfied	2003 %satisfied	2001 & 2003 differences
<b>Admission and Course Registration</b>			
1. I did not have any problems with the application process.	89.4%	88.1%	-1.3%
2. Admissions staff were helpful throughout the application process.	89.1%	89.3%	0.2%
3. Overall, I was satisfied with the application process.	92.3%	90.6%	-1.7%
4. The information presented in the class schedule is clear and easy to understand.	91.6%	93.2%	1.6%
5. The ClassTalk registration process is easy to use.	93.4%	92.2%	-1.2%
<b>Average</b>	<b>91.2%</b>	<b>90.7%</b>	<b>-0.5%</b>
<b>Orientation</b>			
1. By attending a new student orientation, I became more familiar with the college campus.	75.5%	76.4%	0.9%
2. The new student orientation I attended was well organized.	77.1%	77.4%	0.3%
3. Student orientation is effective in helping new students adjust to the college.	79.7%	82.3%	2.6%
4. It should be mandatory for all new students to attend a new student orientation.	65.9%	61.2%	-4.7%
<b>Average</b>	<b>74.6%</b>	<b>74.3%</b>	<b>-0.3%</b>
<b>Assessment</b>			
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	79.4%	80.6%	1.2%
2. The math assessment test helped me enroll in the appropriate level math class.	75.4%	73.5%	-1.9%
3. Counselors/assessment staff clearly explained the assessment results to me.	73.7%	69.2%	-4.5%
4. Assessment tests were offered frequently and at times that met my needs.	74.2%	75.4%	1.2%
<b>Average</b>	<b>75.7%</b>	<b>74.7%</b>	<b>-1.0%</b>
<b>Counseling/Advising</b>			
1. The counseling session(s) helped me clarify my educational goal.	75.7%	75.4%	-0.3%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	79.5%	80.2%	0.7%
3. The counselor(s) helped me understand course prerequisites.	79.5%	80.6%	1.1%
4. Counseling session(s) are informative and helpful.	81.1%	83.3%	2.2%
5. Counselors are interested in helping students.	84.4%	82.3%	-2.1%
6. Counselors care about me as an individual.	73.8%	71.6%	-2.2%
7. Counselors are concerned about my academic success.	75.2%	74.4%	-0.8%
<b>Average</b>	<b>78.5%</b>	<b>78.2%</b>	<b>-0.2%</b>
<b>Follow-up of Student Academic Status</b>			
1. The college has done a good job in following up with student academic status.	63.5%	62.8%	-0.7%
2. I am adequately informed about my academic status.	44.4%	54.1%	9.7%
3. College is responsive in helping students improve academic performance.	71.9%	72.5%	0.6%
4. Counselors have helped me to understand my academic status.	66.0%	66.2%	0.2%
<b>Average</b>	<b>61.5%</b>	<b>63.9%</b>	<b>2.4%</b>
<b>Course Availability</b>			
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	73.8%	64.9%	-8.9%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	71.3%	63.8%	-7.5%
3. Generally, I am able to get the classes I need to meet my educational goal.	81.4%	72.2%	-9.2%
<b>Average</b>	<b>75.5%</b>	<b>67.0%</b>	<b>-8.5%</b>

Note 1: "not applicable" is taken out of the calculation.

Note 2: % satisfied includes "strongly agree" and "agree".

	2001 %satisfied	2003 %satisfied	2001 & 2003 differences
<b>Curriculum and Instruction</b>			
1. I feel at ease talking with my instructor(s) outside of the classroom.	86.2%	89.2%	3.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	92.2%	94.2%	2.0%
3. In general, instructors clearly define how I will be graded.	94.0%	95.0%	1.0%
4. Faculty care about their students' success.	87.0%	86.5%	-0.5%
5. Faculty have been available for help outside of class.	86.8%	88.8%	2.0%
6. I believe my courses will prepare me well for future employment.	89.6%	89.7%	0.1%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	92.3%	93.3%	1.0%
8. Overall, I am satisfied with the course content in most of my classes.	91.4%	92.6%	1.2%
9. The amount of homework in most of my classes was fair.	89.1%	88.6%	-0.5%
10. Most of the classes I took were interesting.	86.9%	88.3%	1.4%
11. I am satisfied with the overall quality of instruction.	91.7%	93.0%	1.3%
<b>Average</b>	<b>89.7%</b>	<b>90.8%</b>	<b>1.1%</b>
<b>Course Scheduling</b>			
1. The college should offer more Information Technology courses.	88.7%	85.9%	-2.8%
2. The college should offer more flexible course scheduling.	90.8%	91.9%	1.1%
3. The college should offer more short-term courses.	88.8%	87.7%	-1.1%
<b>Average</b>	<b>89.4%</b>	<b>88.5%</b>	<b>-0.9%</b>
<b>Physical Facilities</b>			
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	74.2%	77.6%	3.4%
2. Library staff are nice and helpful.	86.3%	89.3%	3.0%
3. The library is open when I need it.	81.4%	80.0%	-1.4%
4. In general, classroom facilities are adequate for instruction.	87.4%	86.7%	-0.7%
5. Computer labs are equipped with updated computers and software.	91.3%	89.5%	-1.8%
6. I am satisfied with services provided by library staff.	88.5%	89.9%	1.4%
7. I am satisfied with services provided by the campus book store.	72.2%	77.3%	5.1%
8. The availability of computer labs is sufficient to meet my educational needs.	90.4%	91.7%	1.3%
9. There is adequate study space on campus.	78.9%	77.9%	-1.0%
<b>Average</b>	<b>83.4%</b>	<b>84.4%</b>	<b>1.0%</b>
<b>Campus Climate</b>			
1. College staff have been helpful.	94.0%	93.9%	-0.1%
2. I feel valued as a student.	81.3%	80.1%	-1.2%
3. Students are friendly.	90.7%	91.7%	1.0%
4. I feel a sense of belonging in this college.	79.0%	76.9%	-2.1%
5. I feel comfortable in the college environment.	93.7%	93.8%	0.1%
6. I feel safe on campus.	93.2%	94.4%	1.2%
7. I am treated with respect at this college.	94.2%	95.4%	1.2%
8. Students have a substantial voice in matters related to programs and services.	80.1%	77.5%	-2.6%
<b>Average</b>	<b>88.3%</b>	<b>88.0%</b>	<b>-0.3%</b>
<b>Financial Aid and Fees</b>			
1. Overall, I am satisfied with financial aid services.	81.7%	77.5%	-4.2%
2. Student fees and tuition are affordable.	87.7%	70.5%	-17.2%
3. Fee refund policies are reasonable.	83.9%	78.0%	-5.9%
<b>Average</b>	<b>84.4%</b>	<b>75.3%</b>	<b>-9.1%</b>

Note 1: "not applicable" is taken out of the calculation.

Note 2: % satisfied includes "strongly agree" and "agree".

	2001 %satisfied	2003 %satisfied	2001 & 2003 differences
<b>Support Services</b>			
1. Transfer center services are useful in helping students transfer.	88.5%	87.1%	-1.4%
2. DSPTS (disabled students) services are always available when I need them.	93.2%	91.5%	-1.7%
3. DSPTS staff are nice and willing to help.	93.3%	92.9%	-0.4%
4. Transfer center services are informative and helpful.	87.5%	87.7%	0.2%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	93.1%	91.9%	-1.2%
<b>Average</b>	<b>91.1%</b>	<b>90.2%</b>	<b>-0.9%</b>
<b>Academic Development</b>			
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.8%	90.4%	-1.4%
2. The General Education classes developed my critical thinking skills.	91.3%	90.0%	-1.3%
3. The General Education classes developed my academic abilities in math and quantitative skills.	89.4%	90.2%	0.8%
4. The college education developed my occupational competence.	89.8%	88.2%	-1.6%
<b>Average</b>	<b>90.6%</b>	<b>89.7%</b>	<b>-0.9%</b>
<b>Personal Development</b>			
1. I am more aware of and appreciate human diversity after attending this college.	85.3%	82.1%	-3.2%
2. The college education helped me to understand myself better.	80.7%	78.6%	-2.1%
3. I have gained knowledge in different fields.	92.3%	92.7%	0.4%
4. I have gained computer skills.	72.1%	67.0%	-5.1%
5. I have learned about other parts of the world and other people.	82.7%	83.0%	0.3%
6. I have gained interpersonal skills by interacting with people on campus.	83.4%	83.5%	0.1%
<b>Average</b>	<b>82.8%</b>	<b>81.2%</b>	<b>-1.6%</b>

Note 1: "not applicable" is taken out of the calculation.

Note 2: % satisfied includes "strongly agree" and "agree".

## Student Satisfaction by Gender - Miramar College

**Part I: Please rate the level of importance and your satisfaction with the following services:**

Level of Importance		SERVICES	Level of Satisfaction	
Female	Male		Female	Male
98.5%	95.1%	1. Admissions Process	94.6%	93.4%
98.3%	97.8%	2. Course Registration Process	88.3%	87.9%
97.1%	96.5%	3. Curriculum/Instruction	93.9%	90.5%
92.5%	91.0%	4. Campus Bookstore	72.4%	66.8%
71.9%	64.0%	5. Health Services	91.1%	87.1%
63.9%	54.7%	6. Affirmative Action Office	94.1%	87.2%
83.0%	75.5%	7. Assessment/Testing Center	91.9%	84.6%
90.3%	85.7%	8. Financial Aid Service	87.0%	84.5%
90.1%	82.8%	9. Tutoring Center	92.3%	89.3%
62.3%	52.9%	10. Student Government	86.8%	76.4%
93.6%	90.2%	11. Computer Labs	93.8%	91.6%
94.1%	93.8%	12. Library Facilities and Services	87.9%	85.4%
89.7%	83.3%	13. Accounting/Cashier Office	92.6%	88.6%
81.9%	75.8%	14. Cafeteria/Snack Bar	67.6%	63.5%
95.9%	91.4%	15. Academic Counseling	81.9%	81.0%
89.1%	84.8%	16. DSPS	97.2%	92.6%
87.7%	82.5%	17. EOPS	91.5%	87.0%
75.7%	67.3%	18. New Student Orientation	84.2%	80.0%
72.0%	66.8%	19. Student Affairs/Activities Office	88.6%	83.0%
93.4%	89.2%	20. Transfer Center	87.1%	84.5%
91.2%	85.9%	21. Learning Resource Center	93.0%	89.0%
94.2%	90.7%	22. Parking Services	60.4%	53.6%
<b>86.6%</b>	<b>81.7%</b>	<b>Average</b>	<b>87.2%</b>	<b>83.1%</b>

*Note 1: importance includes "very important" and "important"*

*Note 2: satisfaction includes "very satisfied" and "satisfied".*

*Note 3: "not applicable" is taken out of the calculation.*

**Part II: Please rate your level of agreement with the following statements:**

	Female	Male
<b>Admission and Course Registration</b>		
1. I did not have any problems with the application process.	90.8%	87.1%
2. Admissions staff were helpful throughout the application process.	90.8%	90.5%
3. Overall, I was satisfied with the application process.	94.8%	89.3%
4. The information presented in the class schedule is clear and easy to understand.	95.3%	93.1%
5. The ClassTalk registration process is easy to use.	94.2%	92.2%
<b>Average</b>	<b>93.2%</b>	<b>90.5%</b>
<b>Orientation</b>		
1. By attending a new student orientation, I became more familiar with the college campus.	80.5%	76.7%
2. The new student orientation I attended was well organized.	80.4%	80.7%
3. Student orientation is effective in helping new students adjust to the college.	84.0%	85.3%
4. It should be mandatory for all new students to attend a new student orientation.	63.9%	58.5%
<b>Average</b>	<b>77.2%</b>	<b>75.3%</b>
<b>Assessment</b>		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	84.0%	79.8%
2. The math assessment test helped me enroll in the appropriate level math class.	77.2%	72.5%
3. Counselors/assessment staff clearly explained the assessment results to me.	65.8%	75.7%
4. Assessment tests were offered frequently and at times that met my needs.	76.0%	77.2%
<b>Average</b>	<b>75.7%</b>	<b>76.3%</b>
<b>Counseling/Advising</b>		
1. The counseling session(s) helped me clarify my educational goal.	76.6%	78.9%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	82.0%	83.6%
3. The counselor(s) helped me understand course prerequisites.	81.0%	83.1%
4. Counseling session(s) are informative and helpful.	82.7%	88.0%
5. Counselors are interested in helping students.	82.4%	85.8%
6. Counselors care about me as an individual.	72.3%	75.6%
7. Counselors are concerned about my academic success.	76.3%	77.6%
<b>Average</b>	<b>79.0%</b>	<b>81.8%</b>
<b>Follow-up of Student Academic Status</b>		
1. The college has done a good job in following up with student academic status.	61.6%	64.6%
2. I am adequately informed about my academic status.	52.3%	57.6%
3. College is responsive in helping students improve academic performance.	73.5%	73.7%
4. Counselors have helped me to understand my academic status.	68.2%	67.1%
<b>Average</b>	<b>63.9%</b>	<b>65.7%</b>
<b>Course Availability</b>		
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	65.6%	66.1%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	64.7%	62.7%
3. Generally, I am able to get the classes I need to meet my educational goal.	74.7%	71.2%
<b>Average</b>	<b>68.3%</b>	<b>66.7%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Female	Male
<b>Curriculum and Instruction</b>		
1. I feel at ease talking with my instructor(s) outside of the classroom.	91.2%	86.7%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	96.5%	93.0%
3. In general, instructors clearly define how I will be graded.	96.9%	93.6%
4. Faculty care about their students' success.	88.3%	85.0%
5. Faculty have been available for help outside of class.	90.5%	87.1%
6. I believe my courses will prepare me well for future employment.	94.2%	87.7%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	96.2%	93.0%
8. Overall, I am satisfied with the course content in most of my classes.	94.4%	91.4%
9. The amount of homework in most of my classes was fair.	90.7%	86.2%
10. Most of the classes I took were interesting.	89.9%	87.7%
11. I am satisfied with the overall quality of instruction.	93.3%	93.5%
<b>Average</b>	<b>92.9%</b>	<b>89.5%</b>
<b>Course Scheduling</b>		
1. The college should offer more Information Technology courses.	85.8%	85.9%
2. The college should offer more flexible course scheduling.	92.9%	91.5%
3. The college should offer more short-term courses.	88.9%	85.8%
<b>Average</b>	<b>89.2%</b>	<b>87.7%</b>
<b>Physical Facilities</b>		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	80.6%	78.5%
2. Library staff are nice and helpful.	90.7%	90.7%
3. The library is open when I need it.	82.4%	82.8%
4. In general, classroom facilities are adequate for instruction.	89.3%	87.5%
5. Computer labs are equipped with updated computers and software.	94.0%	87.4%
6. I am satisfied with services provided by library staff.	92.2%	89.4%
7. I am satisfied with services provided by the campus book store.	80.8%	77.2%
8. The availability of computer labs is sufficient to meet my educational needs.	94.9%	92.7%
9. There is adequate study space on campus.	79.1%	79.8%
<b>Average</b>	<b>87.1%</b>	<b>85.1%</b>
<b>Campus Climate</b>		
1. College staff have been helpful.	93.9%	95.2%
2. I feel valued as a student.	83.4%	78.3%
3. Students are friendly.	91.1%	94.4%
4. I feel a sense of belonging in this college.	81.8%	74.9%
5. I feel comfortable in the college environment.	95.5%	93.9%
6. I feel safe on campus.	94.9%	96.7%
7. I am treated with respect at this college.	96.2%	96.4%
8. Students have a substantial voice in matters related to programs and services.	83.7%	74.1%
<b>Average</b>	<b>90.1%</b>	<b>88.0%</b>
<b>Financial Aid and Fees</b>		
1. Overall, I am satisfied with financial aid services.	79.2%	81.0%
2. Student fees and tuition are affordable.	74.5%	69.2%
3. Fee refund policies are reasonable.	81.4%	80.3%
<b>Average</b>	<b>78.4%</b>	<b>76.8%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.



	Female	Male
<b>Support Services</b>		
1. Transfer center services are useful in helping students transfer.	88.8%	87.9%
2. DSPS (disabled students) services are always available when I need them.	95.1%	93.2%
3. DSPS staff are nice and willing to help.	95.3%	94.8%
4. Transfer center services are informative and helpful.	89.0%	88.8%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	92.5%	93.6%
<b>Average</b>	<b>92.2%</b>	<b>91.7%</b>
<b>Academic Development</b>		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	93.0%	90.7%
2. The General Education classes developed my critical thinking skills.	93.1%	89.4%
3. The General Education classes developed my academic abilities in math and quantitative skills.	91.4%	91.3%
4. The college education developed my occupational competence.	91.4%	87.1%
<b>Average</b>	<b>92.2%</b>	<b>89.6%</b>
<b>Personal Development</b>		
1. I am more aware of and appreciate human diversity after attending this college.	84.5%	81.5%
2. The college education helped me to understand myself better.	82.1%	78.0%
3. I have gained knowledge in different fields.	95.2%	93.2%
4. I have gained computer skills.	70.6%	65.2%
5. I have learned about other parts of the world and other people.	85.2%	83.6%
6. I have gained interpersonal skills by interacting with people on campus.	87.1%	83.1%
<b>Average</b>	<b>84.1%</b>	<b>80.8%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

### Student Satisfaction by Ethnicity - Miramar College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance						Level of Satisfaction						
Asian/Pac Islander	African American	White	Hispanic	Filipino	Other	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other	
						<b>SERVICES</b>						
98.5%	91.2%	96.8%	98.3%	98.9%	92.3%	1. Admissions Process	94.6%	97.2%	94.7%	91.7%	94.1%	90.4%
99.0%	97.1%	98.0%	97.5%	99.5%	92.3%	2. Course Registration Process	90.4%	97.3%	88.9%	86.6%	83.5%	84.6%
96.0%	90.3%	97.0%	96.7%	100.0%	92.3%	3. Curriculum/Instruction	94.5%	94.3%	93.9%	89.7%	91.4%	86.0%
90.5%	91.2%	91.6%	92.6%	96.7%	82.4%	4. Campus Bookstore	77.6%	62.2%	71.0%	70.2%	64.3%	70.2%
72.8%	68.8%	61.6%	72.2%	81.7%	68.6%	5. Health Services	88.6%	81.0%	88.6%	88.2%	96.0%	83.3%
64.2%	72.7%	45.8%	68.9%	81.1%	62.0%	6. Affirmative Action Office	92.6%	89.5%	85.8%	95.8%	92.1%	92.0%
84.5%	90.3%	75.3%	84.2%	85.9%	75.0%	7. Assessment/Testing Center	92.0%	81.5%	87.2%	91.0%	88.8%	87.2%
92.8%	88.2%	83.9%	92.0%	93.0%	88.5%	8. Financial Aid Service	89.2%	84.0%	83.3%	84.4%	88.8%	80.0%
89.5%	78.8%	83.3%	90.3%	91.7%	92.2%	9. Tutoring Center	86.2%	91.7%	92.2%	91.1%	93.7%	97.4%
63.4%	60.6%	50.8%	54.5%	74.1%	58.8%	10. Student Government	82.9%	83.3%	82.0%	78.3%	85.7%	83.3%
95.0%	91.2%	89.3%	89.0%	97.8%	94.1%	11. Computer Labs	95.5%	85.7%	91.7%	94.5%	95.7%	86.4%
95.0%	85.3%	91.7%	96.5%	97.3%	94.2%	12. Library Facilities and Services	87.0%	94.1%	86.5%	86.9%	86.5%	87.2%
88.2%	86.7%	84.4%	86.3%	93.4%	84.3%	13. Accounting/Cashier Office	90.2%	87.1%	91.4%	91.3%	91.8%	95.7%
83.5%	79.4%	75.4%	73.5%	88.6%	76.5%	14. Cafeteria/Snack Bar	64.3%	68.8%	67.1%	66.7%	66.1%	68.3%
96.0%	90.9%	93.7%	91.5%	96.6%	92.0%	15. Academic Counseling	82.7%	92.9%	77.6%	81.0%	88.8%	84.8%
89.2%	79.4%	83.3%	88.9%	94.9%	80.4%	16. DSPS	93.9%	95.0%	92.4%	95.5%	98.9%	100.0%
87.4%	88.2%	79.0%	94.5%	94.4%	82.4%	17. EOPS	88.7%	95.2%	88.9%	89.1%	91.5%	82.8%
73.3%	67.6%	68.5%	79.1%	80.0%	65.4%	18. New Student Orientation	85.8%	79.2%	79.0%	82.4%	86.9%	78.8%
69.6%	81.3%	62.4%	76.1%	81.8%	64.7%	19. Student Affairs/Activities Office	82.9%	90.9%	88.3%	85.7%	84.1%	90.0%
92.3%	88.6%	90.2%	93.7%	95.6%	86.5%	20. Transfer Center	88.6%	92.3%	83.9%	86.6%	87.8%	88.2%
91.8%	85.7%	85.2%	92.2%	93.3%	90.4%	21. Learning Resource Center	91.8%	92.3%	91.0%	92.7%	91.1%	88.9%
94.5%	80.0%	91.4%	93.3%	94.1%	94.2%	22. Parking Services	61.6%	60.0%	59.4%	50.9%	53.7%	61.2%
<b>86.7%</b>	<b>83.3%</b>	<b>80.8%</b>	<b>86.4%</b>	<b>91.4%</b>	<b>82.2%</b>	<b>Average</b>	<b>86.4%</b>	<b>86.2%</b>	<b>84.8%</b>	<b>85.0%</b>	<b>86.4%</b>	<b>84.9%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

Note 4: American Indian is taken out because of the small sample.

**Part II: Please rate your level of agreement with the following statements:**

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Admission and Course Registration</b>						
1. I did not have any problems with the application process.	90.5%	86.8%	90.2%	91.3%	87.2%	87.0%
2. Admissions staff were helpful throughout the application process.	89.7%	88.9%	90.6%	92.4%	92.4%	94.3%
3. Overall, I was satisfied with the application process.	93.4%	89.2%	93.2%	91.1%	92.8%	92.6%
4. The information presented in the class schedule is clear and easy to understand.	94.3%	92.1%	92.8%	96.8%	97.5%	90.6%
5. The ClassTalk registration process is easy to use.	93.3%	97.2%	96.2%	87.0%	93.0%	89.8%
<b>Average</b>	<b>92.2%</b>	<b>90.8%</b>	<b>92.6%</b>	<b>91.7%</b>	<b>92.6%</b>	<b>90.9%</b>
<b>Orientation</b>						
1. By attending a new student orientation, I became more familiar with the college campus.	79.7%	85.7%	75.6%	78.6%	84.0%	72.0%
2. The new student orientation I attended was well organized.	81.9%	85.7%	78.8%	75.7%	86.8%	79.2%
3. Student orientation is effective in helping new students adjust to the college.	85.4%	93.3%	82.1%	83.0%	89.6%	92.9%
4. It should be mandatory for all new students to attend a new student orientation.	73.6%	68.2%	51.3%	69.3%	70.5%	61.8%
<b>Average</b>	<b>80.1%</b>	<b>83.2%</b>	<b>71.9%</b>	<b>76.6%</b>	<b>82.7%</b>	<b>76.4%</b>
<b>Assessment</b>						
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	83.1%	73.1%	82.3%	80.2%	84.4%	73.8%
2. The math assessment test helped me enroll in the appropriate level math class.	77.8%	68.0%	73.3%	68.5%	80.2%	66.7%
3. Counselors/assessment staff clearly explained the assessment results to me.	74.8%	75.0%	62.5%	68.8%	78.0%	74.4%
4. Assessment tests were offered frequently and at times that met my needs.	79.1%	60.0%	73.1%	80.3%	78.9%	85.0%
<b>Average</b>	<b>78.7%</b>	<b>69.0%</b>	<b>72.8%</b>	<b>74.5%</b>	<b>80.4%</b>	<b>75.0%</b>
<b>Counseling/Advising</b>						
1. The counseling session(s) helped me clarify my educational goal.	85.3%	86.7%	73.8%	75.8%	82.4%	71.1%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	84.4%	93.3%	82.0%	77.3%	88.7%	75.6%
3. The counselor(s) helped me understand course prerequisites.	86.5%	87.1%	77.7%	82.7%	86.0%	77.8%
4. Counseling session(s) are informative and helpful.	86.7%	93.8%	82.5%	85.3%	90.3%	84.8%
5. Counselors are interested in helping students.	85.0%	90.3%	83.8%	82.2%	88.6%	75.0%
6. Counselors care about me as an individual.	79.1%	83.3%	71.0%	67.3%	77.7%	68.9%
7. Counselors are concerned about my academic success.	78.4%	80.0%	74.2%	79.2%	83.4%	73.3%
<b>Average</b>	<b>83.6%</b>	<b>87.8%</b>	<b>77.9%</b>	<b>78.5%</b>	<b>85.3%</b>	<b>75.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Follow-up of Student Academic Status</b>						
1. The college has done a good job in following up with student academic status.	72.7%	76.9%	53.9%	59.8%	67.3%	73.8%
2. I am NOT adequately informed about my academic status.	53.5%	56.3%	53.1%	52.6%	57.3%	57.8%
3. College is responsive in helping students improve academic performance.	79.9%	77.4%	70.8%	72.6%	78.0%	71.1%
4. Counselors have helped me to understand my academic status.	78.8%	75.0%	60.5%	62.9%	73.8%	67.4%
<b>Average</b>	<b>71.2%</b>	<b>71.4%</b>	<b>59.5%</b>	<b>62.0%</b>	<b>69.1%</b>	<b>67.5%</b>
<b>Course Availability</b>						
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	72.1%	77.8%	63.7%	68.5%	59.9%	63.5%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	69.4%	77.1%	63.6%	57.4%	63.1%	60.0%
3. Generally, I am able to get the classes I need to meet my educational goal.	76.6%	81.6%	73.8%	74.2%	67.0%	71.7%
<b>Average</b>	<b>72.7%</b>	<b>78.8%</b>	<b>67.0%</b>	<b>66.7%</b>	<b>63.3%</b>	<b>65.1%</b>
<b>Curriculum and Instruction</b>						
1. I feel at ease talking with my instructor(s) outside of the classroom.	87.9%	81.6%	92.4%	88.0%	86.2%	83.7%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	95.4%	86.8%	95.1%	94.4%	96.4%	94.4%
3. In general, instructors clearly define how I will be graded.	94.9%	94.7%	95.6%	96.8%	94.9%	94.4%
4. Faculty care about their students' success.	90.1%	83.8%	86.9%	87.3%	82.2%	86.5%
5. Faculty have been available for help outside of class.	88.6%	88.6%	91.0%	84.4%	86.2%	96.1%
6. I believe my courses will prepare me well for future employment.	91.0%	86.1%	91.3%	94.9%	92.1%	90.4%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.2%	94.6%	94.4%	94.8%	95.1%	98.1%
8. Overall, I am satisfied with the course content in most of my classes.	90.7%	94.7%	94.8%	92.8%	91.8%	92.5%
9. The amount of homework in most of my classes was fair.	87.4%	86.5%	88.9%	90.2%	87.2%	92.5%
10. Most of the classes I took were interesting.	86.7%	94.4%	90.1%	88.9%	88.6%	86.0%
11. I am satisfied with the overall quality of instruction.	91.2%	86.5%	95.1%	93.5%	93.3%	94.3%
<b>Average</b>	<b>90.8%</b>	<b>88.9%</b>	<b>92.3%</b>	<b>91.5%</b>	<b>90.4%</b>	<b>91.7%</b>
<b>Course Scheduling</b>						
1. The college should offer more Information Technology courses.	91.6%	68.2%	80.5%	88.5%	89.2%	84.6%
2. The college should offer more flexible course scheduling.	93.7%	87.5%	88.2%	96.5%	96.8%	96.2%
3. The college should offer more short-term courses.	87.4%	78.8%	85.2%	89.8%	91.7%	94.0%
<b>Average</b>	<b>90.9%</b>	<b>78.2%</b>	<b>84.6%</b>	<b>91.6%</b>	<b>92.6%</b>	<b>91.6%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Physical Facilities</b>						
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	75.9%	91.4%	78.5%	81.3%	84.9%	78.6%
2. Library staff are nice and helpful.	85.6%	97.1%	92.2%	93.8%	90.1%	91.3%
3. The library is open when I need it.	80.3%	91.4%	84.7%	70.0%	87.4%	87.0%
4. In general, classroom facilities are adequate for instruction.	89.1%	86.5%	87.2%	86.4%	90.4%	92.0%
5. Computer labs are equipped with updated computers and software.	89.9%	97.1%	91.9%	91.4%	92.9%	91.1%
6. I am satisfied with services provided by library staff.	88.2%	91.4%	91.4%	95.9%	92.4%	84.1%
7. I am satisfied with services provided by the campus book store.	83.3%	77.8%	77.8%	79.5%	81.7%	86.3%
8. The availability of computer labs is sufficient to meet my educational needs.	94.1%	87.5%	94.1%	92.0%	96.4%	93.5%
9. There is adequate study space on campus.	79.8%	80.6%	81.4%	78.6%	77.6%	72.5%
<b>Average</b>	<b>85.1%</b>	<b>89.0%</b>	<b>86.6%</b>	<b>85.4%</b>	<b>88.2%</b>	<b>86.3%</b>
<b>Campus Climate</b>						
1. College staff have been helpful.	93.8%	91.7%	96.3%	91.7%	94.2%	96.2%
2. I feel valued as a student.	84.8%	79.4%	81.3%	81.7%	81.4%	77.8%
3. Students are friendly.	89.7%	97.2%	93.7%	93.3%	90.2%	96.2%
4. I feel a sense of belonging in this college.	81.3%	85.3%	75.1%	85.0%	83.7%	77.4%
5. I feel comfortable in the college environment.	92.3%	97.3%	95.4%	95.1%	94.8%	94.3%
6. I feel safe on campus.	96.2%	91.9%	95.7%	95.9%	95.4%	96.2%
7. I am treated with respect at this college.	94.7%	97.2%	96.1%	96.6%	98.4%	96.2%
8. Students have a substantial voice in matters related to programs and services.	87.0%	93.5%	69.4%	82.8%	91.8%	73.9%
<b>Average</b>	<b>90.0%</b>	<b>91.7%</b>	<b>87.9%</b>	<b>90.3%</b>	<b>91.2%</b>	<b>88.5%</b>
<b>Financial Aid and Fees</b>						
1. Overall, I am satisfied with financial aid services.	85.5%	63.0%	78.6%	69.4%	84.5%	78.4%
2. Student fees and tuition are affordable.	77.6%	64.7%	77.4%	61.3%	65.4%	63.3%
3. Fee refund policies are reasonable.	82.9%	80.0%	82.4%	78.1%	77.2%	79.1%
<b>Average</b>	<b>82.0%</b>	<b>69.2%</b>	<b>79.5%</b>	<b>69.6%</b>	<b>75.7%</b>	<b>73.6%</b>
<b>Support Services</b>						
1. Transfer center services are useful in helping students transfer.	92.4%	91.7%	84.0%	89.7%	91.7%	89.2%
2. DSPS (disabled students) services are always available when I need them.	92.9%	78.6%	93.3%	95.8%	97.4%	100.0%
3. DSPS staff are nice and willing to help.	93.3%	100.0%	96.3%	92.0%	97.6%	100.0%
4. Transfer center services are informative and helpful.	89.7%	95.5%	87.7%	85.5%	90.8%	90.9%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	93.0%	94.1%	91.3%	91.7%	96.0%	96.0%
<b>Average</b>	<b>92.3%</b>	<b>92.0%</b>	<b>90.5%</b>	<b>90.9%</b>	<b>94.7%</b>	<b>95.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.

	Asian/Pac Islander	African American	White	Hispanic	Filipino	Other
<b>Academic Development</b>						
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	94.8%	96.6%	88.9%	95.9%	93.0%	87.5%
2. The General Education classes developed my critical thinking skills.	93.7%	93.8%	87.2%	94.0%	96.0%	89.8%
3. The General Education classes developed my academic abilities in math and quantitative skills.	95.7%	93.8%	87.4%	94.6%	93.1%	89.8%
4. The college education developed my occupational competence.	93.6%	90.9%	85.3%	91.8%	90.7%	87.5%
<b>Average</b>	<b>94.5%</b>	<b>93.7%</b>	<b>87.2%</b>	<b>94.0%</b>	<b>93.2%</b>	<b>88.6%</b>
<b>Personal Development</b>						
1. I am more aware of and appreciate human diversity after attending this college.	88.9%	87.9%	76.6%	86.0%	93.2%	78.7%
2. The college education helped me to understand myself better.	87.0%	80.0%	74.1%	86.0%	87.4%	72.9%
3. I have gained knowledge in different fields.	94.1%	97.2%	94.3%	95.5%	94.7%	93.9%
4. I have gained computer skills.	75.4%	69.0%	62.8%	74.2%	70.3%	61.4%
5. I have learned about other parts of the world and other people.	87.0%	94.3%	80.3%	87.1%	88.3%	83.3%
6. I have gained interpersonal skills by interacting with people on campus.	84.7%	87.9%	82.9%	89.2%	91.8%	85.4%
<b>Average</b>	<b>86.2%</b>	<b>86.0%</b>	<b>78.5%</b>	<b>86.3%</b>	<b>87.6%</b>	<b>79.3%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

Note 3: American Indian is taken out because of the small sample.

### Student Satisfaction by Age - Miramar College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance							Level of Satisfaction							
Under 18	18-20	21-25	26-30	31-40	41-50	Over 50		Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
							<b>SERVICES</b>							
91.7%	97.6%	96.1%	96.7%	99.2%	98.3%	96.2%	1. Admissions Process	89.6%	93.7%	92.9%	94.6%	97.0%	96.4%	96.6%
97.9%	97.8%	98.9%	99.2%	96.8%	98.3%	96.2%	2. Course Registration Process	83.3%	84.7%	86.6%	91.7%	94.7%	96.7%	92.9%
95.8%	96.0%	98.6%	97.5%	96.1%	96.3%	96.0%	3. Curriculum/Instruction	93.6%	91.3%	89.9%	95.2%	97.7%	96.2%	89.3%
93.9%	91.8%	90.3%	90.9%	92.8%	96.4%	96.2%	4. Campus Bookstore	73.9%	68.6%	67.2%	72.7%	68.5%	81.5%	88.0%
68.1%	74.4%	66.8%	61.5%	61.0%	63.6%	72.0%	5. Health Services	96.8%	90.1%	87.4%	86.9%	92.1%	80.8%	84.6%
60.9%	64.4%	58.3%	50.0%	61.8%	52.8%	50.0%	6. Affirmative Action Office	89.7%	92.6%	86.3%	95.3%	89.8%	94.7%	90.9%
78.7%	80.6%	81.0%	73.5%	80.0%	80.4%	77.3%	7. Assessment/Testing Center	81.6%	87.2%	87.5%	88.3%	93.2%	97.2%	100.0%
89.4%	89.0%	90.3%	85.5%	87.5%	85.2%	77.3%	8. Financial Aid Service	93.1%	85.0%	80.4%	88.5%	93.5%	96.8%	87.5%
77.8%	87.6%	86.9%	87.3%	86.7%	88.9%	87.5%	9. Tutoring Center	89.3%	92.9%	87.4%	95.7%	90.3%	86.5%	87.5%
60.9%	58.8%	60.8%	47.3%	54.5%	65.4%	68.2%	10. Student Government	93.1%	79.1%	82.3%	88.4%	79.6%	90.5%	72.7%
87.0%	92.6%	92.3%	86.8%	94.9%	94.5%	100.0%	11. Computer Labs	94.1%	94.1%	91.5%	90.6%	92.0%	90.5%	100.0%
89.6%	93.3%	95.2%	92.4%	95.2%	93.2%	100.0%	12. Library Facilities and Services	94.7%	87.5%	83.9%	86.9%	87.9%	89.1%	85.7%
80.9%	89.8%	87.1%	81.5%	79.2%	94.5%	95.8%	13. Accounting/Cashier Office	97.4%	89.5%	88.9%	91.5%	94.4%	92.2%	100.0%
75.5%	80.5%	75.0%	80.3%	80.5%	84.2%	87.0%	14. Cafeteria/Snack Bar	73.7%	67.0%	65.8%	51.4%	70.2%	72.9%	66.7%
82.6%	93.5%	96.8%	92.6%	93.4%	96.3%	96.0%	15. Academic Counseling	90.3%	84.8%	77.2%	73.4%	83.3%	89.8%	79.2%
88.9%	89.7%	84.8%	86.8%	84.3%	83.7%	95.0%	16. DSPS	95.0%	96.3%	90.9%	95.1%	97.0%	100.0%	91.7%
84.1%	89.6%	84.0%	74.3%	87.0%	84.0%	85.7%	17. EOPS	92.0%	91.5%	87.1%	80.8%	93.2%	92.9%	86.7%
80.4%	71.6%	70.0%	66.4%	71.4%	86.3%	81.0%	18. New Student Orientation	78.8%	78.5%	87.0%	81.7%	82.5%	89.3%	93.3%
77.8%	76.1%	66.0%	60.0%	61.5%	69.4%	77.8%	19. Student Affairs/Activities Office	89.7%	85.9%	83.3%	88.7%	85.5%	92.6%	80.0%
88.9%	92.4%	94.8%	88.6%	86.2%	90.2%	90.0%	20. Transfer Center	83.9%	86.5%	83.1%	81.5%	90.1%	95.7%	100.0%
88.6%	90.1%	89.4%	82.6%	87.7%	92.2%	94.7%	21. Learning Resource Center	88.5%	89.9%	90.4%	93.9%	91.5%	93.9%	100.0%
93.5%	92.9%	92.2%	92.6%	91.3%	94.7%	96.0%	22. Parking Services	50.0%	56.0%	52.2%	63.4%	63.7%	61.8%	72.0%
<b>83.3%</b>	<b>85.9%</b>	<b>84.3%</b>	<b>80.7%</b>	<b>83.1%</b>	<b>85.9%</b>	<b>87.1%</b>	<b>Average</b>	<b>86.9%</b>	<b>85.1%</b>	<b>83.2%</b>	<b>85.3%</b>	<b>87.6%</b>	<b>89.9%</b>	<b>88.4%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

**Part II: Please rate your level of agreement with the following statements:**

	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Admission and Course Registration</b>							
1. I did not have any problems with the application process.	82.4%	86.0%	89.3%	91.1%	96.3%	95.2%	92.3%
2. Admissions staff were helpful throughout the application process.	85.1%	86.9%	89.5%	96.9%	97.6%	94.8%	100.0%
3. Overall, I was satisfied with the application process.	80.4%	90.2%	91.2%	97.0%	97.8%	98.4%	96.3%
4. The information presented in the class schedule is clear and easy to understand.	90.0%	93.2%	94.1%	94.1%	97.8%	98.4%	96.3%
5. The ClassTalk registration process is easy to use.	92.1%	90.8%	92.8%	98.3%	96.7%	91.5%	100.0%
<b>Average</b>	<b>86.0%</b>	<b>89.4%</b>	<b>91.4%</b>	<b>95.5%</b>	<b>97.2%</b>	<b>95.7%</b>	<b>97.0%</b>
<b>Orientation</b>							
1. By attending a new student orientation, I became more familiar with the college campus.	85.7%	73.9%	79.6%	79.1%	85.4%	88.5%	90.9%
2. The new student orientation I attended was well organized.	75.0%	76.1%	81.6%	81.1%	89.2%	90.9%	100.0%
3. Student orientation is effective in helping new students adjust to the college.	84.0%	83.3%	84.5%	83.3%	89.3%	80.6%	100.0%
4. It should be mandatory for all new students to attend a new student orientation.	50.0%	60.2%	60.9%	58.8%	70.5%	61.8%	76.5%
<b>Average</b>	<b>73.7%</b>	<b>73.4%</b>	<b>76.7%</b>	<b>75.6%</b>	<b>83.6%</b>	<b>80.4%</b>	<b>91.8%</b>
<b>Assessment</b>							
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	85.0%	80.3%	80.6%	85.3%	87.1%	88.9%	81.8%
2. The math assessment test helped me enroll in the appropriate level math class.	69.0%	70.5%	76.9%	76.1%	87.1%	90.6%	87.5%
3. Counselors/assessment staff clearly explained the assessment results to me.	75.0%	67.8%	70.4%	76.0%	71.9%	77.8%	50.0%
4. Assessment tests were offered frequently and at times that met my needs.	82.9%	74.0%	75.0%	81.3%	81.5%	83.8%	72.7%
<b>Average</b>	<b>78.0%</b>	<b>73.1%</b>	<b>75.7%</b>	<b>79.7%</b>	<b>81.9%</b>	<b>85.3%</b>	<b>73.0%</b>
<b>Counseling/Advising</b>							
1. The counseling session(s) helped me clarify my educational goal.	76.2%	76.9%	73.2%	78.6%	85.7%	85.7%	80.0%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	81.0%	82.1%	80.3%	84.3%	88.0%	88.6%	76.2%
3. The counselor(s) helped me understand course prerequisites.	79.1%	81.4%	79.7%	81.9%	87.8%	90.9%	78.9%
4. Counseling session(s) are informative and helpful.	85.7%	85.6%	81.1%	84.8%	91.2%	89.1%	85.0%
5. Counselors are interested in helping students.	81.0%	82.3%	81.1%	86.0%	92.2%	91.1%	81.0%
6. Counselors care about me as an individual.	74.4%	71.6%	66.9%	75.7%	86.5%	88.6%	84.2%
7. Counselors are concerned about my academic success.	71.4%	77.5%	69.4%	76.5%	87.2%	91.1%	78.9%
<b>Average</b>	<b>78.4%</b>	<b>79.6%</b>	<b>76.0%</b>	<b>81.1%</b>	<b>88.4%</b>	<b>89.3%</b>	<b>80.6%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.



	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Follow-up of Student Academic Status</b>							
1. The college has done a good job in following up with student academic status.	83.3%	63.9%	55.0%	65.5%	65.5%	80.0%	61.1%
2. I am adequately informed about my academic status.	51.5%	55.7%	55.4%	50.5%	55.8%	60.5%	33.3%
3. College is responsive in helping students improve academic performance.	87.5%	73.4%	66.5%	78.7%	76.5%	90.0%	65.0%
4. Counselors have helped me to understand my academic status.	70.0%	67.1%	61.2%	73.3%	71.7%	85.0%	72.2%
<b>Average</b>	<b>73.1%</b>	<b>65.0%</b>	<b>59.5%</b>	<b>67.0%</b>	<b>67.4%</b>	<b>78.9%</b>	<b>57.9%</b>
<b>Course Availability</b>							
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	73.9%	64.9%	59.8%	63.3%	71.6%	85.7%	81.0%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	80.4%	65.1%	54.8%	61.6%	68.3%	77.4%	73.9%
3. Generally, I am able to get the classes I need to meet my educational goal.	79.2%	72.9%	69.4%	69.9%	75.0%	82.1%	89.3%
<b>Average</b>	<b>77.8%</b>	<b>67.6%</b>	<b>61.3%</b>	<b>65.0%</b>	<b>71.6%</b>	<b>81.7%</b>	<b>81.4%</b>
<b>Curriculum and Instruction</b>							
1. I feel at ease talking with my instructor(s) outside of the classroom.	87.2%	82.6%	89.3%	96.1%	98.4%	96.6%	100.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	96.0%	92.8%	94.1%	98.5%	99.3%	96.7%	96.4%
3. In general, instructors clearly define how I will be graded.	96.1%	92.3%	96.6%	97.0%	100.0%	98.4%	96.4%
4. Faculty care about their students' success.	85.1%	80.7%	85.8%	93.8%	95.4%	98.4%	100.0%
5. Faculty have been available for help outside of class.	82.2%	86.7%	90.6%	92.6%	93.4%	88.1%	83.3%
6. I believe my courses will prepare me well for future employment.	93.9%	88.0%	90.8%	91.5%	97.7%	98.3%	100.0%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.8%	93.8%	94.4%	93.3%	99.1%	98.0%	95.0%
8. Overall, I am satisfied with the course content in most of my classes.	96.0%	90.7%	91.6%	96.2%	98.5%	95.2%	96.3%
9. The amount of homework in most of my classes was fair.	84.0%	83.1%	89.6%	96.3%	94.0%	95.1%	96.2%
10. Most of the classes I took were interesting.	97.3%	83.6%	86.5%	95.5%	97.7%	93.3%	96.3%
11. I am satisfied with the overall quality of instruction.	93.9%	90.8%	93.4%	93.3%	100.0%	95.2%	96.3%
<b>Average</b>	<b>91.6%</b>	<b>87.7%</b>	<b>91.1%</b>	<b>94.9%</b>	<b>97.6%</b>	<b>95.8%</b>	<b>96.0%</b>
<b>Course Scheduling</b>							
1. The college should offer more Information Technology courses.	76.3%	86.4%	82.8%	89.8%	90.6%	90.2%	78.9%
2. The college should offer more flexible course scheduling.	95.3%	92.5%	93.4%	92.8%	91.7%	91.8%	72.7%
3. The college should offer more short-term courses.	78.9%	88.5%	88.8%	86.2%	90.7%	84.8%	70.0%
<b>Average</b>	<b>83.5%</b>	<b>89.1%</b>	<b>88.3%</b>	<b>89.6%</b>	<b>91.0%</b>	<b>89.0%</b>	<b>73.9%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Physical Facilities</b>							
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	90.6%	84.3%	74.0%	71.7%	79.2%	89.6%	68.2%
2. Library staff are nice and helpful.	100.0%	89.9%	87.7%	89.3%	93.1%	95.8%	100.0%
3. The library is open when I need it.	97.5%	86.2%	76.4%	79.2%	79.6%	87.5%	76.2%
4. In general, classroom facilities are adequate for instruction.	95.5%	91.7%	85.2%	80.5%	90.9%	91.2%	78.3%
5. Computer labs are equipped with updated computers and software.	88.9%	90.3%	91.4%	90.9%	93.2%	89.6%	100.0%
6. I am satisfied with services provided by library staff.	91.2%	91.1%	87.7%	91.2%	93.2%	97.9%	95.2%
7. I am satisfied with services provided by the campus book store.	81.8%	79.2%	74.2%	75.0%	85.3%	89.8%	96.2%
8. The availability of computer labs is sufficient to meet my educational needs.	100.0%	94.7%	92.3%	93.8%	90.9%	95.7%	95.2%
9. There is adequate study space on campus.	82.9%	82.7%	75.1%	72.9%	77.5%	88.0%	85.7%
<b>Average</b>	<b>92.0%</b>	<b>87.8%</b>	<b>82.7%</b>	<b>82.7%</b>	<b>87.0%</b>	<b>91.7%</b>	<b>88.3%</b>
<b>Campus Climate</b>							
1. College staff have been helpful.	91.7%	92.8%	94.9%	95.3%	97.7%	96.7%	96.0%
2. I feel valued as a student.	81.3%	75.2%	81.9%	81.5%	91.3%	91.7%	96.0%
3. Students are friendly.	88.0%	89.4%	92.8%	96.1%	95.4%	100.0%	96.2%
4. I feel a sense of belonging in this college.	68.8%	74.4%	75.6%	79.7%	92.6%	94.7%	92.3%
5. I feel comfortable in the college environment.	96.0%	93.2%	94.3%	96.1%	96.9%	98.4%	100.0%
6. I feel safe on campus.	92.0%	95.5%	96.1%	96.9%	93.1%	98.4%	100.0%
7. I am treated with respect at this college.	94.0%	95.0%	96.0%	99.2%	99.2%	94.9%	100.0%
8. Students have a substantial voice in matters related to programs and services.	87.8%	81.8%	75.5%	78.3%	74.5%	85.3%	81.0%
<b>Average</b>	<b>87.4%</b>	<b>87.2%</b>	<b>88.4%</b>	<b>90.4%</b>	<b>92.6%</b>	<b>95.0%</b>	<b>95.2%</b>
<b>Financial Aid and Fees</b>							
1. Overall, I am satisfied with financial aid services.	89.3%	76.8%	73.3%	83.3%	89.3%	94.3%	100.0%
2. Student fees and tuition are affordable.	65.0%	66.9%	66.9%	79.2%	83.1%	94.1%	91.3%
3. Fee refund policies are reasonable.	84.8%	76.3%	77.6%	87.5%	89.2%	93.0%	90.5%
<b>Average</b>	<b>79.7%</b>	<b>73.3%</b>	<b>72.6%</b>	<b>83.3%</b>	<b>87.2%</b>	<b>93.8%</b>	<b>93.9%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Under 18	18-20	21-25	26-30	31-40	41-50	Over 50
<b>Support Services</b>							
1. Transfer center services are useful in helping students transfer.	96.7%	89.6%	83.3%	86.8%	92.2%	92.9%	90.9%
2. DSPS (disabled students) services are always available when I need them.	100.0%	95.0%	90.9%	96.0%	93.1%	100.0%	87.5%
3. DSPS staff are nice and willing to help.	92.3%	95.9%	91.3%	95.8%	96.6%	100.0%	100.0%
4. Transfer center services are informative and helpful.	96.6%	90.2%	84.8%	88.4%	91.8%	88.9%	90.0%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	100.0%	94.1%	88.7%	92.1%	93.3%	96.2%	100.0%
<b>Average</b>	<b>97.1%</b>	<b>93.0%</b>	<b>87.8%</b>	<b>91.8%</b>	<b>93.4%</b>	<b>95.6%</b>	<b>93.7%</b>
<b>Academic Development</b>							
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	88.2%	90.8%	88.5%	94.0%	97.9%	97.9%	100.0%
2. The General Education classes developed my critical thinking skills.	91.9%	91.0%	89.0%	89.3%	96.9%	96.0%	100.0%
3. The General Education classes developed my academic abilities in math and quantitative skills.	89.2%	91.4%	88.9%	87.5%	97.9%	95.3%	100.0%
4. The college education developed my occupational competence.	94.1%	89.5%	84.8%	88.9%	92.7%	100.0%	100.0%
<b>Average</b>	<b>90.9%</b>	<b>90.7%</b>	<b>87.8%</b>	<b>89.9%</b>	<b>96.4%</b>	<b>97.3%</b>	<b>100.0%</b>
<b>Personal Development</b>							
1. I am more aware of and appreciate human diversity after attending this college.	83.3%	82.4%	80.3%	83.3%	88.2%	91.8%	84.6%
2. The college education helped me to understand myself better.	72.5%	78.0%	79.2%	77.5%	87.7%	98.0%	80.8%
3. I have gained knowledge in different fields.	97.5%	92.6%	93.9%	95.0%	97.5%	98.1%	96.0%
4. I have gained computer skills.	53.1%	60.7%	69.2%	71.0%	81.6%	90.7%	76.2%
5. I have learned about other parts of the world and other people.	81.6%	82.6%	83.2%	88.5%	90.9%	85.1%	84.6%
6. I have gained interpersonal skills by interacting with people on campus.	78.6%	82.1%	85.4%	85.0%	94.6%	94.0%	88.9%
<b>Average</b>	<b>77.8%</b>	<b>79.7%</b>	<b>81.9%</b>	<b>83.4%</b>	<b>90.1%</b>	<b>93.0%</b>	<b>85.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

### Student Satisfaction by Day/Evening Status - Miramar College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance				Level of Satisfaction		
Day Only	Evening Only	Both		Day Only	Evening Only	Both
<b>SERVICES</b>						
97.2%	97.7%	96.5%	1. Admissions Process	95.1%	94.4%	93.4%
98.5%	98.2%	98.0%	2. Course Registration Process	85.9%	91.2%	88.6%
97.0%	97.1%	96.8%	3. Curriculum/Instruction	91.1%	96.0%	92.4%
92.2%	91.7%	92.3%	4. Campus Bookstore	69.2%	76.7%	68.6%
73.8%	57.2%	69.1%	5. Health Services	88.7%	87.3%	90.2%
60.7%	55.6%	62.2%	6. Affirmative Action Office	89.2%	90.7%	92.9%
78.9%	77.0%	82.1%	7. Assessment/Testing Center	87.9%	91.6%	87.6%
88.6%	80.7%	90.8%	8. Financial Aid Service	85.3%	91.5%	87.2%
88.3%	83.6%	87.1%	9. Tutoring Center	87.5%	97.2%	92.5%
60.7%	52.9%	58.1%	10. Student Government	83.9%	79.2%	79.8%
92.9%	88.5%	93.1%	11. Computer Labs	93.3%	93.6%	92.6%
93.1%	92.8%	95.3%	12. Library Facilities and Services	87.0%	87.1%	86.7%
85.3%	86.1%	89.0%	13. Accounting/Cashier Office	90.4%	93.8%	90.4%
79.9%	76.3%	81.2%	14. Cafeteria/Snack Bar	64.3%	79.7%	62.4%
95.4%	92.8%	93.8%	15. Academic Counseling	83.3%	82.1%	79.6%
88.1%	83.4%	88.6%	16. DSPS	95.2%	91.7%	95.5%
88.0%	80.8%	85.9%	17. EOPS	88.6%	91.2%	90.0%
72.4%	67.9%	73.6%	18. New Student Orientation	80.2%	85.9%	82.7%
73.1%	60.3%	71.5%	19. Student Affairs/Activities Office	86.1%	92.2%	82.8%
94.0%	86.2%	92.0%	20. Transfer Center	85.0%	92.3%	84.6%
90.5%	83.2%	90.5%	21. Learning Resource Center	86.1%	91.5%	94.7%
92.7%	87.9%	94.4%	22. Parking Services	60.5%	59.0%	54.9%
<b>85.5%</b>	<b>80.8%</b>	<b>85.5%</b>	<b>Average</b>	<b>84.7%</b>	<b>88.0%</b>	<b>85.0%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

**Part II: Please rate your level of agreement with the following statements:**

	Day Only	Evening Only	Both
<b>Admission and Course Registration</b>			
1. I did not have any problems with the application process.	87.0%	91.3%	90.5%
2. Admissions staff were helpful throughout the application process.	89.3%	95.9%	90.9%
3. Overall, I was satisfied with the application process.	91.7%	92.9%	93.3%
4. The information presented in the class schedule is clear and easy to understand.	94.7%	94.0%	94.3%
5. The ClassTalk registration process is easy to use.	92.1%	94.6%	93.7%
<b>Average</b>	<b>91.0%</b>	<b>93.7%</b>	<b>92.5%</b>
<b>Orientation</b>			
1. By attending a new student orientation, I became more familiar with the college campus.	74.2%	87.0%	80.6%
2. The new student orientation I attended was well organized.	79.6%	90.0%	79.8%
3. Student orientation is effective in helping new students adjust to the college.	80.7%	92.1%	86.2%
4. It should be mandatory for all new students to attend a new student orientation.	66.5%	52.1%	62.1%
<b>Average</b>	<b>75.3%</b>	<b>80.3%</b>	<b>77.2%</b>
<b>Assessment</b>			
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	81.8%	83.3%	81.9%
2. The math assessment test helped me enroll in the appropriate level math class.	72.7%	74.3%	76.6%
3. Counselors/assessment staff clearly explained the assessment results to me.	73.2%	64.6%	67.9%
4. Assessment tests were offered frequently and at times that met my needs.	77.5%	73.8%	77.1%
<b>Average</b>	<b>76.3%</b>	<b>74.0%</b>	<b>75.9%</b>
<b>Counseling/Advising</b>			
1. The counseling session(s) helped me clarify my educational goal.	81.3%	76.6%	75.1%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	85.3%	79.6%	82.0%
3. The counselor(s) helped me understand course prerequisites.	82.4%	77.8%	82.3%
4. Counseling session(s) are informative and helpful.	87.1%	82.9%	84.4%
5. Counselors are interested in helping students.	84.0%	86.7%	83.2%
6. Counselors care about me as an individual.	75.9%	71.7%	72.4%
7. Counselors are concerned about my academic success.	77.8%	75.5%	75.9%
<b>Average</b>	<b>82.0%</b>	<b>78.7%</b>	<b>79.3%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Day Only	Evening Only	Both
<b>Follow-up of Student Academic Status</b>			
1. The college has done a good job in following up with student academic status.	63.6%	60.8%	63.6%
2. I am adequately informed about my academic status.	53.9%	56.8%	53.4%
3. College is responsive in helping students improve academic performance.	74.7%	70.4%	74.0%
4. Counselors have helped me to understand my academic status.	68.6%	63.0%	68.4%
<b>Average</b>	<b>65.2%</b>	<b>62.7%</b>	<b>64.8%</b>
<b>Course Availability</b>			
1. <u>General Education</u> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	64.6%	66.7%	66.1%
2. A variety of <u>courses in my major</u> are offered to complete my educational goal within a reasonable period of time.	64.6%	61.9%	64.1%
3. Generally, I am able to get the classes I need to meet my educational goal.	71.9%	76.2%	73.6%
<b>Average</b>	<b>67.0%</b>	<b>68.3%</b>	<b>67.9%</b>
<b>Curriculum and Instruction</b>			
1. I feel at ease talking with my instructor(s) outside of the classroom.	86.4%	94.3%	89.1%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	94.7%	97.3%	94.9%
3. In general, instructors clearly define how I will be graded.	95.9%	97.3%	94.7%
4. Faculty care about their students' success.	85.2%	94.9%	86.3%
5. Faculty have been available for help outside of class.	86.3%	92.1%	90.8%
6. I believe my courses will prepare me well for future employment.	90.6%	93.3%	91.7%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	96.0%	93.2%	94.6%
8. Overall, I am satisfied with the course content in most of my classes.	91.6%	94.5%	94.0%
9. The amount of homework in most of my classes was fair.	85.1%	94.4%	89.0%
10. Most of the classes I took were interesting.	85.5%	94.2%	90.0%
11. I am satisfied with the overall quality of instruction.	91.7%	97.3%	94.1%
<b>Average</b>	<b>89.9%</b>	<b>94.8%</b>	<b>91.7%</b>
<b>Course Scheduling</b>			
1. The college should offer more Information Technology courses.	85.1%	84.0%	87.2%
2. The college should offer more flexible course scheduling.	91.8%	91.3%	93.4%
3. The college should offer more short-term courses.	86.4%	85.8%	89.9%
<b>Average</b>	<b>87.8%</b>	<b>87.0%</b>	<b>90.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Day Only	Evening Only	Both
<b>Physical Facilities</b>			
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	79.3%	77.1%	80.5%
2. Library staff are nice and helpful.	92.3%	92.9%	88.8%
3. The library is open when I need it.	84.7%	77.3%	82.6%
4. In general, classroom facilities are adequate for instruction.	88.3%	89.3%	87.9%
5. Computer labs are equipped with updated computers and software.	92.2%	88.6%	90.8%
6. I am satisfied with services provided by library staff.	91.6%	94.7%	88.7%
7. I am satisfied with services provided by the campus book store.	79.8%	80.1%	78.9%
8. The availability of computer labs is sufficient to meet my educational needs.	95.9%	90.9%	93.2%
9. There is adequate study space on campus.	78.3%	86.3%	78.8%
<b>Average</b>	<b>87.0%</b>	<b>86.4%</b>	<b>85.6%</b>
<b>Campus Climate</b>			
1. College staff have been helpful.	95.3%	94.4%	94.1%
2. I feel valued as a student.	81.5%	85.5%	80.2%
3. Students are friendly.	91.2%	96.6%	91.5%
4. I feel a sense of belonging in this college.	76.8%	86.0%	78.3%
5. I feel comfortable in the college environment.	94.2%	97.7%	94.6%
6. I feel safe on campus.	96.6%	93.9%	95.0%
7. I am treated with respect at this college.	96.8%	97.7%	95.6%
8. Students have a substantial voice in matters related to programs and services.	78.9%	77.7%	80.1%
<b>Average</b>	<b>88.9%</b>	<b>91.2%</b>	<b>88.7%</b>
<b>Financial Aid and Fees</b>			
1. Overall, I am satisfied with financial aid services.	80.9%	78.9%	80.3%
2. Student fees and tuition are affordable.	68.5%	80.8%	72.5%
3. Fee refund policies are reasonable.	79.2%	87.1%	80.3%
<b>Average</b>	<b>76.2%</b>	<b>82.3%</b>	<b>77.7%</b>
<b>Support Services</b>			
1. Transfer center services are useful in helping students transfer.	87.9%	92.9%	87.5%
2. DSPS (disabled students) services are always available when I need them.	95.4%	96.7%	92.5%
3. DSPS staff are nice and willing to help.	95.7%	93.8%	94.1%
4. Transfer center services are informative and helpful.	89.0%	93.8%	88.0%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	91.7%	97.6%	92.6%
<b>Average</b>	<b>92.0%</b>	<b>94.9%</b>	<b>90.9%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Day Only	Evening Only	Both
<b>Academic Development</b>			
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	91.9%	93.6%	90.9%
2. The General Education classes developed my critical thinking skills.	92.7%	89.7%	90.4%
3. The General Education classes developed my academic abilities in math and quantitative skills.	92.0%	90.1%	90.8%
4. The college education developed my occupational competence.	90.5%	88.8%	88.6%
<b>Average</b>	<b>91.8%</b>	<b>90.6%</b>	<b>90.2%</b>
<b>Personal Development</b>			
1. I am more aware of and appreciate human diversity after attending this college.	85.0%	75.7%	84.7%
2. The college education helped me to understand myself better.	81.0%	78.3%	79.7%
3. I have gained knowledge in different fields.	94.4%	93.0%	94.6%
4. I have gained computer skills.	68.2%	66.9%	67.0%
5. I have learned about other parts of the world and other people.	85.7%	83.6%	83.3%
6. I have gained interpersonal skills by interacting with people on campus.	86.4%	84.5%	84.2%
<b>Average</b>	<b>83.4%</b>	<b>80.3%</b>	<b>82.3%</b>

*Note 1: satisfaction includes "strongly agree" and "agree".*

*Note 2: "not applicable" is taken out of the calculation.*



## Student Satisfaction by New/Continuing Students - Miramar College

**Part I: Please rate the level of importance and your satisfaction with the following services:**

Level of Importance		SERVICES	Level of Satisfaction	
New student	Continuing student		New student	Continuing student
97.6%	96.9%	1. Admissions Process	91.1%	94.8%
98.6%	98.1%	2. Course Registration Process	83.3%	89.3%
95.2%	97.2%	3. Curriculum/Instruction	93.8%	92.1%
92.7%	91.7%	4. Campus Bookstore	78.3%	67.8%
72.0%	67.5%	5. Health Services	92.9%	88.0%
61.2%	59.0%	6. Affirmative Action Office	91.3%	90.4%
77.6%	80.3%	7. Assessment/Testing Center	89.6%	88.1%
85.3%	88.9%	8. Financial Aid Service	85.3%	86.0%
87.2%	86.9%	9. Tutoring Center	96.7%	89.5%
54.9%	59.1%	10. Student Government	87.3%	80.2%
89.7%	92.7%	11. Computer Labs	93.5%	92.4%
93.1%	94.3%	12. Library Facilities and Services	90.7%	85.6%
84.3%	87.3%	13. Accounting/Cashier Office	91.5%	90.8%
75.6%	80.0%	14. Cafeteria/Snack Bar	73.5%	63.5%
91.1%	94.6%	15. Academic Counseling	92.2%	79.1%
87.9%	86.9%	16. DSPS	96.6%	94.2%
83.8%	85.6%	17. EOPS	85.8%	89.9%
74.9%	70.8%	18. New Student Orientation	79.0%	83.2%
76.1%	68.1%	19. Student Affairs/Activities Office	92.6%	83.7%
91.9%	91.5%	20. Transfer Center	86.2%	85.3%
90.9%	88.4%	21. Learning Resource Center	89.7%	91.1%
93.2%	92.6%	22. Parking Services	65.3%	55.8%
<b>84.3%</b>	<b>84.5%</b>	<b>Average</b>	<b>87.6%</b>	<b>84.6%</b>

*Note 1: importance includes "very important" and "important"*

*Note 2: satisfaction includes "very satisfied" and "satisfied".*

*Note 3: "not applicable" is taken out of the calculation.*

*Note 4: new students include "first-time new student" and "first-time transfer"*

*Note 5: continuing students include "returning transfer student", "returning student", and "continuing student"*

**Part II: Please rate your level of agreement with the following statements:**

	New student	Continuing student
<b>Admission and Course Registration</b>		
1. I did not have any problems with the application process.	84.2%	90.4%
2. Admissions staff were helpful throughout the application process.	91.3%	90.8%
3. Overall, I was satisfied with the application process.	87.8%	93.7%
4. The information presented in the class schedule is clear and easy to understand.	91.9%	94.9%
5. The ClassTalk registration process is easy to use.	87.8%	94.3%
<b>Average</b>	<b>88.6%</b>	<b>92.8%</b>
<b>Orientation</b>		
1. By attending a new student orientation, I became more familiar with the college campus.	88.0%	76.4%
2. The new student orientation I attended was well organized.	82.0%	80.1%
3. Student orientation is effective in helping new students adjust to the college.	89.6%	83.2%
4. It should be mandatory for all new students to attend a new student orientation.	60.3%	61.9%
<b>Average</b>	<b>80.0%</b>	<b>75.4%</b>
<b>Assessment</b>		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	85.9%	81.7%
2. The math assessment test helped me enroll in the appropriate level math class.	72.2%	75.9%
3. Counselors/assessment staff clearly explained the assessment results to me.	70.1%	69.7%
4. Assessment tests were offered frequently and at times that met my needs.	79.0%	76.1%
<b>Average</b>	<b>76.8%</b>	<b>75.9%</b>
<b>Counseling/Advising</b>		
1. The counseling session(s) helped me clarify my educational goal.	79.1%	77.0%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	83.1%	82.2%
3. The counselor(s) helped me understand course prerequisites.	81.1%	81.8%
4. Counseling session(s) are informative and helpful.	89.5%	83.9%
5. Counselors are interested in helping students.	85.1%	83.3%
6. Counselors care about me as an individual.	78.1%	72.4%
7. Counselors are concerned about my academic success.	79.2%	75.9%
<b>Average</b>	<b>82.2%</b>	<b>79.5%</b>
<b>Follow-up of Student Academic Status</b>		
1. The college has done a good job in following up with student academic status.	77.5%	60.3%
2. I am adequately informed about my academic status.	58.0%	53.7%
3. College is responsive in helping students improve academic performance.	84.3%	70.8%
4. Counselors have helped me to understand my academic status.	67.9%	67.8%
<b>Average</b>	<b>71.9%</b>	<b>63.1%</b>
<b>Course Availability</b>		
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	73.9%	63.5%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	75.8%	60.6%
3. Generally, I am able to get the classes I need to meet my educational goal.	78.0%	71.6%
<b>Average</b>	<b>75.9%</b>	<b>65.2%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	New student	Continuing student
<b>Curriculum and Instruction</b>		
1. I feel at ease talking with my instructor(s) outside of the classroom.	88.0%	89.5%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	93.6%	95.2%
3. In general, instructors clearly define how I will be graded.	94.5%	95.7%
4. Faculty care about their students' success.	87.6%	86.7%
5. Faculty have been available for help outside of class.	88.9%	89.1%
6. I believe my courses will prepare me well for future employment.	92.4%	91.1%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	96.5%	94.2%
8. Overall, I am satisfied with the course content in most of my classes.	92.2%	93.2%
9. The amount of homework in most of my classes was fair.	84.9%	89.4%
10. Most of the classes I took were interesting.	90.2%	89.0%
11. I am satisfied with the overall quality of instruction.	93.5%	93.4%
<b>Average</b>	<b>91.1%</b>	<b>91.5%</b>
<b>Course Scheduling</b>		
1. The college should offer more Information Technology courses.	85.5%	85.4%
2. The college should offer more flexible course scheduling.	91.5%	92.5%
3. The college should offer more short-term courses.	87.4%	87.3%
<b>Average</b>	<b>88.2%</b>	<b>88.4%</b>
<b>Physical Facilities</b>		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	85.7%	78.3%
2. Library staff are nice and helpful.	95.1%	89.6%
3. The library is open when I need it.	87.3%	80.9%
4. In general, classroom facilities are adequate for instruction.	94.8%	86.7%
5. Computer labs are equipped with updated computers and software.	90.7%	91.1%
6. I am satisfied with services provided by library staff.	93.1%	90.3%
7. I am satisfied with services provided by the campus book store.	84.6%	77.6%
8. The availability of computer labs is sufficient to meet my educational needs.	98.0%	92.9%
9. There is adequate study space on campus.	87.0%	77.2%
<b>Average</b>	<b>90.7%</b>	<b>84.9%</b>
<b>Campus Climate</b>		
1. College staff have been helpful.	95.1%	94.5%
2. I feel valued as a student.	84.7%	80.4%
3. Students are friendly.	91.5%	93.0%
4. I feel a sense of belonging in this college.	77.8%	79.0%
5. I feel comfortable in the college environment.	94.0%	95.1%
6. I feel safe on campus.	93.5%	96.3%
7. I am treated with respect at this college.	96.2%	96.2%
8. Students have a substantial voice in matters related to programs and services.	86.0%	77.5%
<b>Average</b>	<b>89.9%</b>	<b>89.0%</b>
<b>Financial Aid and Fees</b>		
1. Overall, I am satisfied with financial aid services.	77.5%	80.0%
2. Student fees and tuition are affordable.	69.6%	72.9%
3. Fee refund policies are reasonable.	85.4%	79.5%
<b>Average</b>	<b>77.5%</b>	<b>77.5%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	New student	Continuing student
<b>Support Services</b>		
1. Transfer center services are useful in helping students transfer.	89.4%	88.1%
2. DSPS (disabled students) services are always available when I need them.	93.8%	94.1%
3. DSPS staff are nice and willing to help.	95.7%	94.7%
4. Transfer center services are informative and helpful.	93.8%	87.6%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	94.4%	92.4%
<b>Average</b>	<b>93.4%</b>	<b>91.4%</b>
<b>Academic Development</b>		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	93.9%	91.2%
2. The General Education classes developed my critical thinking skills.	94.7%	90.5%
3. The General Education classes developed my academic abilities in math and quantitative skills.	93.9%	90.6%
4. The college education developed my occupational competence.	92.9%	88.7%
<b>Average</b>	<b>93.8%</b>	<b>90.2%</b>
<b>Personal Development</b>		
1. I am more aware of and appreciate human diversity after attending this college.	83.9%	82.9%
2. The college education helped me to understand myself better.	78.1%	80.3%
3. I have gained knowledge in different fields.	92.4%	94.7%
4. I have gained computer skills.	66.0%	68.2%
5. I have learned about other parts of the world and other people.	84.8%	84.3%
6. I have gained interpersonal skills by interacting with people on campus.	85.8%	84.9%
<b>Average</b>	<b>81.8%</b>	<b>82.6%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

## Student Satisfaction by Part-time/Full-time Students - Miramar College

Part I: Please rate the level of importance and your satisfaction with the following services:

Level of Importance		SERVICES	Level of Satisfaction	
Full-time	Part-time		Full-time	Part-time
97.6%	96.6%	1. Admissions Process	92.8%	95.1%
98.5%	98.0%	2. Course Registration Process	88.0%	88.0%
96.5%	97.2%	3. Curriculum/Instruction	93.7%	91.7%
94.1%	90.8%	4. Campus Bookstore	66.3%	73.1%
69.9%	68.3%	5. Health Services	90.3%	88.3%
59.7%	61.0%	6. Affirmative Action Office	93.0%	89.5%
79.0%	80.6%	7. Assessment/Testing Center	86.6%	89.5%
90.1%	87.1%	8. Financial Aid Service	86.9%	86.9%
88.2%	86.2%	9. Tutoring Center	90.2%	91.3%
58.5%	58.2%	10. Student Government	78.3%	84.1%
94.1%	91.0%	11. Computer Labs	93.8%	92.6%
94.8%	93.5%	12. Library Facilities and Services	87.8%	86.3%
88.8%	86.1%	13. Accounting/Cashier Office	90.7%	91.1%
79.8%	79.9%	14. Cafeteria/Snack Bar	62.8%	67.9%
96.0%	93.1%	15. Academic Counseling	81.6%	81.3%
90.8%	85.6%	16. DSPS	94.4%	95.2%
87.0%	85.3%	17. EOPS	89.1%	89.8%
75.1%	70.4%	18. New Student Orientation	80.6%	83.1%
72.1%	69.3%	19. Student Affairs/Activities Office	83.6%	86.7%
93.9%	90.4%	20. Transfer Center	83.0%	87.6%
90.6%	88.4%	21. Learning Resource Center	90.8%	90.8%
92.9%	92.4%	22. Parking Services	58.0%	57.5%
<b>85.8%</b>	<b>84.0%</b>	<b>Average</b>	<b>84.6%</b>	<b>85.8%</b>

Note 1: importance includes "very important" and "important"

Note 2: satisfaction includes "very satisfied" and "satisfied".

Note 3: "not applicable" is taken out of the calculation.

Note 4: part-time students-unit enrolled >=12; part-time student-unit enrolled < 12

**Part II: Please rate your level of agreement with the following statements:**

	Full-time	Part-time
<b>Admission and Course Registration</b>		
1. I did not have any problems with the application process.	88.5%	89.8%
2. Admissions staff were helpful throughout the application process.	89.5%	92.2%
3. Overall, I was satisfied with the application process.	92.5%	92.6%
4. The information presented in the class schedule is clear and easy to understand.	93.4%	95.0%
5. The ClassTalk registration process is easy to use.	92.3%	93.8%
<b>Average</b>	<b>91.3%</b>	<b>92.7%</b>
<b>Orientation</b>		
1. By attending a new student orientation, I became more familiar with the college campus.	79.8%	77.6%
2. The new student orientation I attended was well organized.	81.8%	79.9%
3. Student orientation is effective in helping new students adjust to the college.	86.1%	83.7%
4. It should be mandatory for all new students to attend a new student orientation.	65.8%	60.2%
<b>Average</b>	<b>78.4%</b>	<b>75.3%</b>
<b>Assessment</b>		
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	83.2%	80.9%
2. The math assessment test helped me enroll in the appropriate level math class.	71.3%	77.5%
3. Counselors/assessment staff clearly explained the assessment results to me.	72.7%	67.3%
4. Assessment tests were offered frequently and at times that met my needs.	76.1%	77.4%
<b>Average</b>	<b>75.8%</b>	<b>75.8%</b>
<b>Counseling/Advising</b>		
1. The counseling session(s) helped me clarify my educational goal.	76.7%	78.9%
2. The counseling session(s) helped me select courses I need to attain my educational goal.	83.2%	83.0%
3. The counselor(s) helped me understand course prerequisites.	80.7%	82.6%
4. Counseling session(s) are informative and helpful.	85.8%	85.0%
5. Counselors are interested in helping students.	82.5%	85.0%
6. Counselors care about me as an individual.	72.6%	74.6%
7. Counselors are concerned about my academic success.	76.3%	76.9%
<b>Average</b>	<b>79.7%</b>	<b>80.8%</b>
<b>Follow-up of Student Academic Status</b>		
1. The college has done a good job in following up with student academic status.	65.8%	61.5%
2. I am adequately informed about my academic status.	52.4%	55.3%
3. College is responsive in helping students improve academic performance.	75.7%	72.4%
4. Counselors have helped me to understand my academic status.	67.8%	67.7%
<b>Average</b>	<b>65.4%</b>	<b>64.2%</b>
<b>Course Availability</b>		
1. <i>General Education</i> courses are offered in sufficient numbers and at various times for me to complete my educational goal within a reasonable period of time.	66.1%	65.2%
2. A variety of <i>courses in my major</i> are offered to complete my educational goal within a reasonable period of time.	65.0%	63.3%
3. Generally, I am able to get the classes I need to meet my educational goal.	75.2%	72.2%
<b>Average</b>	<b>68.8%</b>	<b>66.9%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Full-time	Part-time
<b>Curriculum and Instruction</b>		
1. I feel at ease talking with my instructor(s) outside of the classroom.	87.4%	90.0%
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	96.0%	94.7%
3. In general, instructors clearly define how I will be graded.	96.0%	95.3%
4. Faculty care about their students' success.	85.6%	88.4%
5. Faculty have been available for help outside of class.	89.2%	89.2%
6. I believe my courses will prepare me well for future employment.	91.8%	91.4%
7. I believe my courses will prepare me well for transfer to a 4 year institution.	95.6%	94.5%
8. Overall, I am satisfied with the course content in most of my classes.	93.4%	93.0%
9. The amount of homework in most of my classes was fair.	84.0%	91.2%
10. Most of the classes I took were interesting.	87.0%	90.3%
11. I am satisfied with the overall quality of instruction.	93.4%	93.9%
<b>Average</b>	<b>90.9%</b>	<b>92.0%</b>
<b>Course Scheduling</b>		
1. The college should offer more Information Technology courses.	85.3%	86.3%
2. The college should offer more flexible course scheduling.	92.2%	92.6%
3. The college should offer more short-term courses.	88.2%	87.7%
<b>Average</b>	<b>88.6%</b>	<b>88.9%</b>
<b>Physical Facilities</b>		
1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	78.3%	80.5%
2. Library staff are nice and helpful.	89.9%	91.2%
3. The library is open when I need it.	85.1%	81.2%
4. In general, classroom facilities are adequate for instruction.	88.1%	88.3%
5. Computer labs are equipped with updated computers and software.	90.7%	91.3%
6. I am satisfied with services provided by library staff.	87.4%	92.8%
7. I am satisfied with services provided by the campus book store.	75.6%	82.2%
8. The availability of computer labs is sufficient to meet my educational needs.	94.5%	93.8%
9. There is adequate study space on campus.	81.3%	78.5%
<b>Average</b>	<b>85.7%</b>	<b>86.7%</b>
<b>Campus Climate</b>		
1. College staff have been helpful.	94.7%	94.5%
2. I feel valued as a student.	78.5%	83.6%
3. Students are friendly.	90.4%	93.5%
4. I feel a sense of belonging in this college.	76.1%	81.0%
5. I feel comfortable in the college environment.	94.3%	95.4%
6. I feel safe on campus.	95.5%	95.4%
7. I am treated with respect at this college.	95.1%	97.3%
8. Students have a substantial voice in matters related to programs and services.	77.6%	80.5%
<b>Average</b>	<b>87.8%</b>	<b>90.2%</b>
<b>Financial Aid and Fees</b>		
1. Overall, I am satisfied with financial aid services.	81.3%	79.6%
2. Student fees and tuition are affordable.	71.2%	72.9%
3. Fee refund policies are reasonable.	80.3%	81.2%
<b>Average</b>	<b>77.6%</b>	<b>77.9%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.

	Full-time	Part-time
<b>Support Services</b>		
1. Transfer center services are useful in helping students transfer.	87.9%	88.5%
2. DSPS (disabled students) services are always available when I need them.	94.9%	93.7%
3. DSPS staff are nice and willing to help.	96.1%	93.9%
4. Transfer center services are informative and helpful.	89.6%	88.6%
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	93.5%	92.0%
<b>Average</b>	<b>92.4%</b>	<b>91.3%</b>
<b>Academic Development</b>		
1. The General Education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	90.4%	92.6%
2. The General Education classes developed my critical thinking skills.	90.4%	91.8%
3. The General Education classes developed my academic abilities in math and quantitative skills.	90.3%	91.8%
4. The college education developed my occupational competence.	89.8%	89.0%
<b>Average</b>	<b>90.3%</b>	<b>91.3%</b>
<b>Personal Development</b>		
1. I am more aware of and appreciate human diversity after attending this college.	85.2%	82.2%
2. The college education helped me to understand myself better.	79.0%	80.6%
3. I have gained knowledge in different fields.	95.0%	93.8%
4. I have gained computer skills.	66.0%	68.5%
5. I have learned about other parts of the world and other people.	84.2%	84.3%
6. I have gained interpersonal skills by interacting with people on campus.	84.4%	85.6%
<b>Average</b>	<b>82.3%</b>	<b>82.5%</b>

Note 1: satisfaction includes "strongly agree" and "agree".

Note 2: "not applicable" is taken out of the calculation.



**Miramar College Student Satisfaction Survey 2003**

# **APPENDIX A**

# **SURVEY INSTRUMENT**

# Student Satisfaction Survey

This survey is designed to measure your satisfaction with the quality of various services provided at City, Mesa, Miramar, or ECC. Please select answers based on your college experience. Your input will help the college strengthen future educational programs and services. **All information you share with us will be used for research purposes only and will be kept confidential. Please only participate once. Thanks!**

**Part I: Please rate the level of importance and your satisfaction with the following services:**

very important	important	unimportant	very unimportant		very satisfied	satisfied	dissatisfied	very dissatisfied	not applicable
4	3	2	1	1. Admissions Process	4	3	2	1	0
4	3	2	1	2. Course Registration Process	4	3	2	1	0
4	3	2	1	3. Curriculum/Instruction	4	3	2	1	0
4	3	2	1	4. Campus Bookstore	4	3	2	1	0
4	3	2	1	5. Health Services	4	3	2	1	0
4	3	2	1	6. Affirmative Action Office	4	3	2	1	0
4	3	2	1	7. Assessment/Testing Center	4	3	2	1	0
4	3	2	1	8. Financial Aid Service	4	3	2	1	0
4	3	2	1	9. Tutoring Center	4	3	2	1	0
4	3	2	1	10. Student Government	4	3	2	1	0
4	3	2	1	11. Computer Labs	4	3	2	1	0
4	3	2	1	12. Library Facilities and Services	4	3	2	1	0
4	3	2	1	13. Accounting/Cashier Office	4	3	2	1	0
4	3	2	1	14. Cafeteria/Snack Bar	4	3	2	1	0
4	3	2	1	15. Academic Counseling	4	3	2	1	0
4	3	2	1	16. DSPS (Disabled Student Programs and Services)	4	3	2	1	0
4	3	2	1	17. EOPS (Educational Opportunities Programs and Services)	4	3	2	1	0
4	3	2	1	18. New Student Orientation	4	3	2	1	0
4	3	2	1	19. Student Affairs/Activities Office	4	3	2	1	0
4	3	2	1	20. Transfer Center	4	3	2	1	0
4	3	2	1	21. Learning Resource Center	4	3	2	1	0
4	3	2	1	22. Parking Services	4	3	2	1	0



**Part II: Please rate your level of agreement with the following statements:**

	<i>strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>strongly disagree</i>	<i>not applicable</i>
	4	3	2	1	0
<b><u>Admission and Course Registration</u></b>					
1. I did not have any problems with the application process.	4	3	2	1	0
2. Admissions staff were helpful throughout the application process.	4	3	2	1	0
3. Overall, I was satisfied with the application process.	4	3	2	1	0
4. The information presented in the class schedule is clear and easy to understand.	4	3	2	1	0
5. The ClassTalk registration process is easy to use.	4	3	2	1	0

**Orientation**

1. By attending a new student orientation, I became more familiar with the college campus.	4	3	2	1	0
2. The new student orientation I attended was well organized.	4	3	2	1	0
3. Student orientation is effective in helping new students adjust to the college.	4	3	2	1	0
4. It should be required for all new students to attend a new student orientation.	4	3	2	1	0

**Assessment**

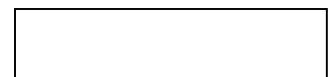
1. The reading and writing assessment test helped me enroll in the appropriate level English class.	4	3	2	1	0
2. The math assessment test helped me enroll in the appropriate level math class.	4	3	2	1	0
3. Counselors/assessment staff clearly explained the assessment results to me.	4	3	2	1	0
4. Assessment tests were offered frequently and at times that met my needs.	4	3	2	1	0

**Counseling/Advising**

1. The counseling session(s) helped me clarify my educational goal.	4	3	2	1	0
2. The counseling session(s) helped me select courses I need to attain my educational goal.	4	3	2	1	0
3. The counselor(s) helped me understand course prerequisites.	4	3	2	1	0
4. Counseling session(s) are informative and helpful.	4	3	2	1	0
5. Counselors are interested in helping students.	4	3	2	1	0
6. Counselors care about me as an individual.	4	3	2	1	0
7. Counselors are concerned about my academic success.	4	3	2	1	0

**Follow-up of Student Academic Status**

1. The college has done a good job in following up with student academic status.	4	3	2	1	0
2. I am NOT adequately informed about my academic status.	4	3	2	1	0
3. College is responsive in helping students improve academic performance.	4	3	2	1	0
4. Counselors have helped me to understand my academic status.	4	3	2	1	0



## **Course Availability**

	<i>strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>strongly disagree</i>	<i>not applicable</i>
1. General Education courses are offered in sufficient number and at various times for me to complete my educational goal within a reasonable period of time.	4	3	2	1	0
2. A variety of courses in my major are offered to complete my educational goal within a reasonable period of time.	4	3	2	1	0
3. Generally, I am able to get the classes I need to meet my educational goal.	4	3	2	1	0

## **Curriculum and Instruction**

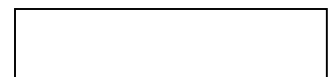
1. I feel at ease talking with my instructor(s) outside of the classroom.	4	3	2	1	0
2. In general, instructors attempt to be fair and objective in their presentation of course materials.	4	3	2	1	0
3. In general, instructors clearly define how I will be graded.	4	3	2	1	0
4. Faculty care about their students' success.	4	3	2	1	0
5. Faculty have been available for help outside of class.	4	3	2	1	0
6. I believe my courses will prepare me well for future employment.	4	3	2	1	0
7. I believe my courses will prepare me well for transfer to a 4 year institution.	4	3	2	1	0
8. Overall, I am satisfied with the course content in most of my classes.	4	3	2	1	0
9. The amount of homework in most of my classes was fair.	4	3	2	1	0
10. Most of the classes I completed were interesting.	4	3	2	1	0
11. I am satisfied with the overall quality of instruction.	4	3	2	1	0

## **Course Scheduling**

1. The college should offer more Information Technology courses.	4	3	2	1	0
2. The college should offer more flexible course scheduling.	4	3	2	1	0
3. The college should offer more short-term courses.	4	3	2	1	0

## **Physical Facilities**

1. The campus library has an adequate and up-to-date selection of books, periodicals, and other resource materials for my needs.	4	3	2	1	0
2. Library staff are friendly and helpful.	4	3	2	1	0
3. The library is open when I need it.	4	3	2	1	0
4. In general, classroom facilities are adequate for instruction.	4	3	2	1	0
5. Computer labs are equipped with updated computers and software.	4	3	2	1	0
6. I am satisfied with services provided by library staff.	4	3	2	1	0
7. I am satisfied with services provided by the campus book store.	4	3	2	1	0
8. The availability of computer labs is sufficient to meet my educational needs.	4	3	2	1	0
9. There is adequate study space on campus.	4	3	2	1	0



### **Campus Climate**

	<i>strongly agree</i>	<i>agree</i>	<i>disagree</i>	<i>strongly disagree</i>	<i>not applicable</i>
1. College staff have been helpful	4	3	2	1	0
2. I feel valued as a student.	4	3	2	1	0
3. Students are friendly.	4	3	2	1	0
4. I feel a sense of belonging in this college.	4	3	2	1	0
5. I feel comfortable in the college environment.	4	3	2	1	0
6. I feel safe on campus.	4	3	2	1	0
7. I am treated with respect at this college.	4	3	2	1	0
8. Students have a substantial voice in matters related to programs and services.	4	3	2	1	0

### **Financial Aid and Fees**

1. Overall, I am satisfied with financial aid services.	4	3	2	1	0
2. Student fees and tuition are affordable.	4	3	2	1	0
3. Fee refund policies are reasonable.	4	3	2	1	0

### **Support Services**

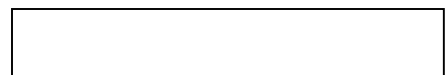
1. Transfer center services are useful in helping students transfer.	4	3	2	1	0
2. DSPS (disabled students) services are available when I need them.	4	3	2	1	0
3. DSPS staff are friendly and willing to help.	4	3	2	1	0
4. Transfer center services are informative and helpful.	4	3	2	1	0
5. EOPS (Educational Opportunities Programs and Services) staff are helpful.	4	3	2	1	0

### **Academic Development**

1. General education classes (i.e., English, math, etc.) developed my academic skills in written and oral communication.	4	3	2	1	0
2. The general education classes developed my critical thinking skills.	4	3	2	1	0
3. The general education classes developed my academic abilities in math and quantitative skills.	4	3	2	1	0
4. The college education developed my occupational competence.	4	3	2	1	0

### **Personal Development**

1. I am more aware of and appreciate human diversity after attending this college.	4	3	2	1	0
2. The college education helped me to understand myself better.	4	3	2	1	0
3. I have gained knowledge in different fields.	4	3	2	1	0
4. I have gained computer skills.	4	3	2	1	0
5. I have learned about other parts of the world and other people.	4	3	2	1	0
6. I have gained interpersonal skills by interacting with people on campus.	4	3	2	1	0



### Part III: Demographics

1. Please indicate your Student ID# (SSN)\*:

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*\*Note: This will be protected and not shared with anyone. All surveys will be destroyed promptly after review.*

2. Outside of class time, how many hours do you spend on campus during a typical week?

- Less than 1 hour
- 1-5 hours
- 6-10 hours
- 11-15 hours
- 16-20 hours
- More than 20 hours

3. How many hours do you spend during a typical week studying or doing homework?

- Less than 1 hour
- 1-5 hours
- 6-10 hours
- 11-15 hours
- 16-20 hours
- More than 20 hours

4. What is the highest level of formal education attained by either of your parents?

- Grammar school or less
- Some high school
- High school graduate
- Some college
- College degree
- Some graduate school
- Graduate degree

5. What college do you primarily attend?

- City
- Mesa
- Miramar
- ECC

6. How many semesters have you been enrolled at City, Mesa, Miramar, or ECC?

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Semesters

(Including summer semesters & this semester)

7. Do you attend classes primarily:

- Daytime
- Evening
- Both daytime and evening
- Weekend

**If you have additional comments, please write on the back.  
Thank you for your participation!**

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